

Nid cylchlythyr yw hwn/ This is not a circular



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Ref: PR811/CoedCelyn/RE

Hello,

We're going to be working in your area

Some of our pipes that provide customers with their morning shower and cups of tea are over 100 years old. Over time natural deposits can build up inside the pipes and slow the flow of the water. While these deposits are not harmful, every now and then we need to clear the pipes to keep the water running freely

The time has come for us to look at the pipes in parts of Abergele, Bodelwyddan, Kinmel Bay, Rhyl, St Asaph and Trefnant. Our plan is to invest over £6.9 million in the water network by replacing and cleansing sections of water pipes to make sure customers continue to receive a first class water supply every time they open the tap.

How and when?

Our partners, Morrison Utility Services, will be renewing a section of water pipe on Coed Celyn between the junction of Lôn Garnedd and The Broadway, Abergele. This work will start on **Tuesday 27th August** and should be finished in **3 weeks**.

We have been working closely with Conwy County Council Highways Department to plan the work and to make sure we keep our workers, members of the public and motorists' safe while the work is taking place we will be using traffic lights. We're sorry for any disruption this work may cause, but we'll do our best to finish as quickly as we can.

When we are doing work like this, it sometimes can cause the water coming through the tap to appear darker than normal for a short while. This is not unusual and will clear quickly by running the kitchen cold tap. You can find more information on this on our website www.dwrcymru.com.

The work will be carried out by our partners, Morrison Utility Services and their normal working hours on site are 7.30am – 5.30pm, Monday to Friday, although there may be occasions when they will need to work later or on weekends to get the work done.

We understand that our work can be inconvenient, but we would like to thank you for bearing with us. If you have any questions or would like more information please give us a call on **0800 052 0130** and ask for Rebecca Edwards from the communications team.

Thank you,



Rebecca Edwards
Customer Engagement Officer (North Wales)

P.S Did you know we're a not for profit company, this means that every single penny goes back into looking after your water network.