

10 October 18



MALMESBURY TOWN  
COUNCIL  
TOWN HALL  
MALMESBURY  
SN16 9BZ

000014

Dear Customer

**Night work in Cross Hayes, Malmesbury.  
Reference: 035714558001**

We're carrying out essential work on the water supply network in your area on Monday 15 October 2018 from 10:30pm which may continue through the night.

**How will the work affect you?**

Access to your property will be maintained but there may be some noise whilst the work is carried out. Every effort will be made to keep any disruption to a minimum and to complete the work as quickly as possible.

We shouldn't need to enter your property, but if we do, our staff carry identification which you should ask to see before letting them in.

**What should you do?**

You don't need to do anything. You can continue to use your water supply services as normal unless advised in a separate letter.

**Anything else you need to know?**

If you have any questions please call our customer services team on 0345 600 4 600 (Monday to Friday, 8am to 6pm, emergencies at other times). Alternatively, there's plenty of advice online including frequently asked questions and help from our web chat team. Visit [www.wessexwater.co.uk](http://www.wessexwater.co.uk)

If you are a business or other non-household property you will need to contact your water retailer with any enquiries. You can find their contact details on your most recent water bill.

We're sorry for any inconvenience caused by our work.

Yours faithfully



Matthew Coles  
Wessex Water