

Project number: 80068054 NWP

20 April 2026

Hello,

Investing in Cheshire's water network – Our work on Greenbank Lane, Clough Lane, Hatton Lane, Milner Road and Manor Grove.

We're due to start work to replace water pipes in your community. We do understand that this type of work can be inconvenient, so we wanted to provide further information to explain how this may affect you.

We really appreciate your patience and understanding and of course, we'll do all we can to keep disruption to a minimum.

We're planning to start from **Monday 27 April 2026**. The work normally takes place in sections, and we expect it will take around **three weeks** to finish.

You may notice some noise, additional construction related vehicles/machinery and there may be some temporary traffic management in place so the work can be carried out safely.

When we reconnect your property to the new pipe, we may need to temporarily turn off your water for a short period. Don't worry, we'll be in touch before this work takes place with more details.

The start and end date of this work may be subject to minor adjustments depending on the progress of work and we will notify you if there is significant change

Access: We'll try to maintain as much safe access as possible and you will still be able to get to your home or business. However, if you normally park on the road, we may need you to temporarily move your vehicle, just while our team are working.

Your water supply: We may need to turn off your water for a short period so we can connect your property to the new water pipe. We'll make sure the water is off for as little time as possible as we do understand this will be inconvenient. We'll be back in touch to confirm the date and time when we'll need to turn off the water before the work takes place.

You may notice your tap water appears a little discoloured during our work. This is nothing to worry about and will quickly return to normal. We're sorry if you experience any temporary changes and have some useful advice on the back of this letter, so you can help it to clear quickly.

Don't fall victim to bogus callers

All our employees carry ID cards and will be happy to wait while you call us on 0345 672 3723 to check their identity. Also, if you receive a telephone call from someone claiming to be from United Utilities asking for your personal details and you're not sure it's genuine, please hang up and call us on 0345 672 3723 to check. Follow this advice for text messages too.