



SES Water – Edenbridge mains replacement schemes briefing

We're improving the water network in your area.

Through our award winning 'Asset Health' technology, we've identified several sections of water mains pipework in the local area that need to be replaced, as they are coming to the end of their operational life.

In total we need to replace approximately 1.3km of pipework, which will save an estimated 2,000 litres of water per day – that's 730,000 litres a year, the equivalent of 18 swimming pools.

Not only will this save water, but it will also mean there is a more resilient water supply in the area, significantly reducing the risk of future supply interruptions for our customers. This work will directly benefit more than 200 homes in the town.

Roads affected:

The roads in which the pipework needs to be replaced are:

- **Lingfield Road** – replacing 637m of old cast iron pipework, first laid pre-1930s
- **Springfield Road** – replacing 412m of old spun iron pipework, laid in 1951
- **Stangrove Road** – replacing 249m of old cast iron pipework, first laid pre-1930s

Timings:

To keep our customers and colleagues safe while we replace these pipes, we need to put in place full road closures for each. The timings of these closures are as follows:

- **Lingfield Road** – closed from 19 February 2024 – September 2024
- **Springfield Road** – closed from 29 April 2024 – October 2024
- **Stangrove Road** – closed from 8 July 2024 – November 2024

We're sorry for the disruption this may cause and will work as quickly as possible to complete the work.

Access during the closures will be maintained for emergency services when needed and access to properties within a closed section will be provided throughout. However, residents will need to follow the signed diversion routes. We also advise customers to make delivery services aware of the road closure when placing orders.

Diversion routes:

INVESTORS IN PEOPLE™
We invest in people Silver



Lingfield Road:



Springfield Road



Stangrove Road





Can you put in place a shorter diversion route?

The Local Authority has final say on all diversions. This diversion has been deemed as a 'like for like' replacement in terms of road classification. Diversions must offer all vehicles, including HGVs, a suitable route that can be used safely by all road users.

How many working teams will there be at any one time?

Each phase of the project typically consists of one team of three crew members. This makes sure we maintain maximum levels of productivity at all times and reduces congestion within our site

Why are road closures necessary?

In order for us to safely carry out our work and for the safety of road users, road closure are required for different stages of the project. A diversion will be in place for each road closure advising a 'like for like' replacement route in terms of road classification.

Will you be working during school holidays?

We will continue to work during school holidays.

Will you be working at weekends?

At this point, our schedule doesn't include weekend work. Nonetheless, we're committed to minimising any disruptions and will consider weekend work if it proves beneficial to the project's overall success.

Will water supplies be cut off?



Minor interruptions of 30 to 60 minutes may occur as each property is individually connected to temporary and replacement water mains. However, we will notify customers in advance of any planned interruptions to their supply.

What communication will you send those living and working in the area?

Prior to the work starting, we will write to local residents and businesses explaining our planned work and ways it may affect them. Customers will be able to contact our Customer Service team throughout the project and we also regularly update our project website page.

As with any other mains laying projects we carry out, we feel it is important to contact businesses and schools affected by our work, during the early stages of any project. As we understand they are likely to experience the most disruption.

For schools in particular, we understand our works may cause inconvenience to those who may not necessarily live in the area. Therefore, we're keen to work closely with schools to make sure they're able to communicate our progress to parents throughout the work.

What does this mean for businesses, schools and organisations in the area?

We understand the work we carry out on our water mains can cause disruption and we want to work closely with local businesses, schools and other organisations to help ease any impact.

We would encourage organisations to contact us on 01737 772000 so we can:

- Work closely to plan the specific timing, location, and duration of works in the area
- Work together to ensure deliveries can get through and customers can still access any shops, restaurants, and businesses
- Provide extra signage to ensure everyone knows it is "business as usual"
- Share information on the scheme to be circulated to residents, customers, employees, etc.

Where our work leads to unavoidable disruption to the usual operation of businesses, and in particular where there is clear evidence that our work has had an impact on the profits, we will pay compensation for that loss. Please visit our website for more information about our policy for loss of business earnings.

Keeping you informed



For progress updates and traffic management information, please scan the QR code with your phone or visit www.seswater.co.uk/edenbridge. You can also contact our Operations Customer Services team on 01737 772000 Option 2.



We're sorry for any inconvenience this essential work may cause.

Thank you,

Customer Service Operations
SES Water
01737 772000

