



Dŵr Cymru
Welsh Water

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Date: 21 June 2010

Enquiries, please contact:

0800 052 0130

Reference number: 17970162

Dear Customer

Re: Changes to the water network in your area

Dwr Cymru Welsh Water continually monitors its water resource situation to ensure that supplies to our customers are met at all times. This year has brought with it very dry weather and with predictions of a hot and dry summer ahead we are writing to advise you of some early measures we are taking to protect your water supply.

In order to ensure continuity of water supplied to you during the summer, we are switching your supplies from Talybont Reservoir to Llandegfedd Reservoir, near Pontypool. The changeover will take place during the next two weeks and we assure you that we will work to keep disruption to an absolute minimum.

Whilst this essential work is being carried out you may, however, notice a temporary discolouration to your water supply, as the work involves varying the flows within the water mains. Whilst we will do everything we can to minimise any discolouration, if it does occur we may need to carry out some local flushing of the water main to clear the problem. If you do experience discolouration please run a cold tap (usually your kitchen tap) until the problem clears and avoid using water in washing machines, as the discoloured water may cause staining of light coloured garments etc.

You may also notice a slight variation in the taste and hardness of the water which is due to the change in water source, it does not represent a deterioration in quality.

Whilst carrying out this work we should not normally need to enter your property. If however we do need access, then please ask to see the individual's identity card (ID) before allowing them access. If you have any concerns, or a caller produces an ID card and you would like to verify their identity, please ring our Bogus Caller Helpline on 0800 281 141 – lines are open 24 hours a day, seven days a week.

We apologise for any temporary inconvenience that this necessary work may cause. If you require any further information please do not hesitate to call us on 0800 052 0130. This number is available 24 hours a day. Alternatively you can log on to our website www.dwrcymru.com where you will also find some useful tips on how you can reduce water wastage around the home and in the garden.

Yours sincerely

Ceris Van de Vyver
Distribution Unit Manager

glas
Glas Cymru Cyfyngedig

Welsh Water is owned by Glas Cymru – a 'not-for-profit' company.

We welcome correspondence
in Welsh and English.

Dŵr Cymru Gyf, a limited company registered in
Wales no. 2366777. Registered office: Pentwyn Road,
Nelson, Treharris, Mid Glamorgan CF46 6LY.

Pontypool

Mamhilad

Old Furnace

Old Penygarn

Pantygasseg

Pontnewydd

Tranch

Wainfelin

Abersychan

Cwmoody

Penygarn

Trevethin

Cwmfeilds

Cwmnyscoy

Griffithstown

Lower Race

Penyrheol

Pontymoile

Upper Race

Blaenavon

Gardiffaith

Taylwain

Cwmavon

New Inn

Varteg