

Thames Water - Water Pipe Replacement - Main Road, Biggin Hill

Thames Water is investing £5m in the replacement of 2.2 miles (3.9km) of ageing water mains along Main Road. This essential work will strengthen the network, reduce leakage, and improve the long-term reliability of water supply for the local community.

Project Start Date

We will begin work at 10am on Tuesday 27 May 2025, with the scheme expected to run until September 2027. Our teams will be working Monday to Saturday, six days a week.

How the Works Will Be Delivered

Works will **begin at the roundabout junction with Downe Road** and progress in 200-metre phases towards the Churchill Way roundabout.

To minimise disruption:

- **Lane closures and multi-way traffic lights** will be used throughout the scheme. These will be **manually operated between 7am and 7pm** to help manage peak-time traffic flows.
- **A road closure will be in place on Blackness Lane**, at the junction with Jackass Lane/Church Road, for approximately 18 weeks. Access for residents will be maintained, and diversion routes will be clearly signposted.
- **Parking restrictions** may be introduced at times. Signage will be displayed in advance wherever this is required.
- **Bus services will continue to operate** as normal, with coordination from TfL.

We will notify any customers who may experience temporary water supply interruptions in advance, with clear information about timing and duration.

Customer Engagement

To keep the local community fully informed, we are sending letters to all households in the impacted areas, and will also be issuing SMS text messages to help amplify awareness of the works and reduce confusion during traffic management phases.

If you would prefer a private briefing on the scheme, I'd be happy to arrange one at a convenient time. More information can be found on our website – thameswater.co.uk/bigginhill.

Support for Vulnerable Customers

If any residents require additional support, they may be eligible for our Priority Services Register, which offers extra help during supply interruptions. Further details are available at thameswater.co.uk/priorityservices or by calling 0800 009 3652.

Queries or Concerns

If you have any questions or concerns, you can contact us on 0800 316 9800 (option 1) quoting the project reference number (BB00993673). Business customers may wish to contact their water retailer for specific advice.

James Abbott

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FAQs –

Q: Will my water be switched off?

A: We will need to switch off the water supply throughout this project. If your supply will be affected, we will write to you a minimum of 48hrs before.

Q: Will these works cause delays?

A: Some delays are to be expected. Please plan and allow some additional time for your journeys.

Q: Will the traffic lights be manually controlled?

A: Yes, operatives will manually control traffic lights during peak times, Monday – Friday. They will manage the flow of traffic and ease congestion during peak hours.

Q: Will the bus services continue?

A: Yes, we have engaged with TfL who have confirmed that the bus services will continue to run as usual.

Q: Can you close road junctions to better help traffic in the area?

A: Yes, we can put in place closures of junctions when working near them to improve traffic and minimise disruption.