



from



in partnership with



Our ref
PRN 835149
Date
6th January
2025
Tel
0330 303 0368

Hello,

We're starting work to improve your water supply by replacing old pipes in your area on Monday 26th January 2026.

We're investing £100 million a year to reduce leakage. We use a range of techniques including fixing known leaks, pressure management and installing smart meters.

Some of the water mains are made of cast iron and other materials. They have been in the ground for up to 100 years, and despite regular maintenance they are beginning to show their age.

These older pipes will be replaced by new plastic pipes which will reduce the risk of bursts, leaks, water discolouration and interruptions to your water supply.

What happens next?

The project will involve laying approximately **500m of new water main along Horsebridge Hill**. It is a major project that will be completed over a period of 3 months.

Timetable of work.

Road Name	Traffic Management	From	To
Horsebridge Hill	One way system with diversion	26 th January 2026	Late April 2026

In an emergency

0330 303 0368

Lines open 24hr,
calls charged at
local rate.

Billing and account enquiries

0330 303 0277

Monday to Friday, 8am–7pm and
Saturdays 8:30am–2pm.
Calls charged at local rate.

Report a leak

0800 820 999

Lines open 24hr.

Scan the code to view
our incident map



How will the work affect you?

Water supply

There may be a short interruption to the water supply for customers directly affected by the works along the project route, while we connect your property to the new water main. These interruptions should last no longer than four hours.

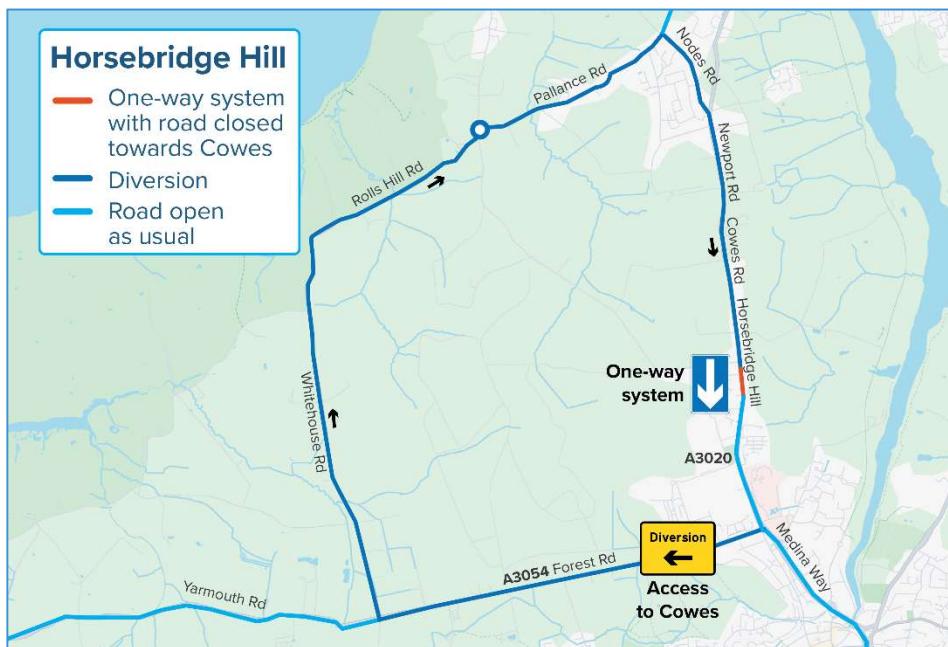
We'll give you at least 48 hours' notice if your supply is going to be affected. If you're not home when we visit, we'll leave a card with all the details.

Road works

During the works Horsebridge Hill will become one way system with no access towards Cowes and an alternative diversion route provided.

All necessary diversion routes have been agreed with Island Roads, and you can see the permit duration on [one.network](#) and a copy of the diversion map is below.

Buses and emergency vehicles will still be able to use the road as normal via manual traffic lights.



Our Delivery Partner

Our contractor for this project is Clancy. All team members working on site will carry official identification. If someone visits your property, feel free to ask to see their ID.

Your questions answered

We have published answers to frequently asked questions on our website <https://www.southernwater.co.uk/our-region/improvements-in-your-area/isle-of-wight/preventing-leaks-in-horsebridge-hill/> for those of you who do not have access online we have also included these below, these include how the work will be carried out, why it's needed, and how we'll restore the area once it's complete.

How to contact us

Email: Jenny Keirle, Customer Laison, Clancy, jenny.keirle@clancygroup.co.uk
9am to 5pm, Monday to Friday

Phone: Call Southern Water **0330 3030 368**. Just tell us you're calling about **PRN 835149**, so we can help you more quickly

Online: southernwater.co.uk/contact-us

Thanks for your support and patience whilst we undertake this essential work.

Craig Newman

Craig Newman
Project Manager

Using your information: We use the information you give us to resolve your queries and provide you with water and wastewater services. We also collect feedback to help us improve our services. To find out more please visit southernwater.co.uk.



from
Southern Water

We're replacing water mains in your area.

1. Why now and how will you do it?

The water pipes in some areas are 100 years old, and many are made of cast iron and other materials. We check them regularly, but some are beginning to show their age and need to be replaced. This is part of a £100 million-a-year investment to reduce leakage, which also includes pressure management work and the installation of new smart meters.

What will the new pipes be made of?

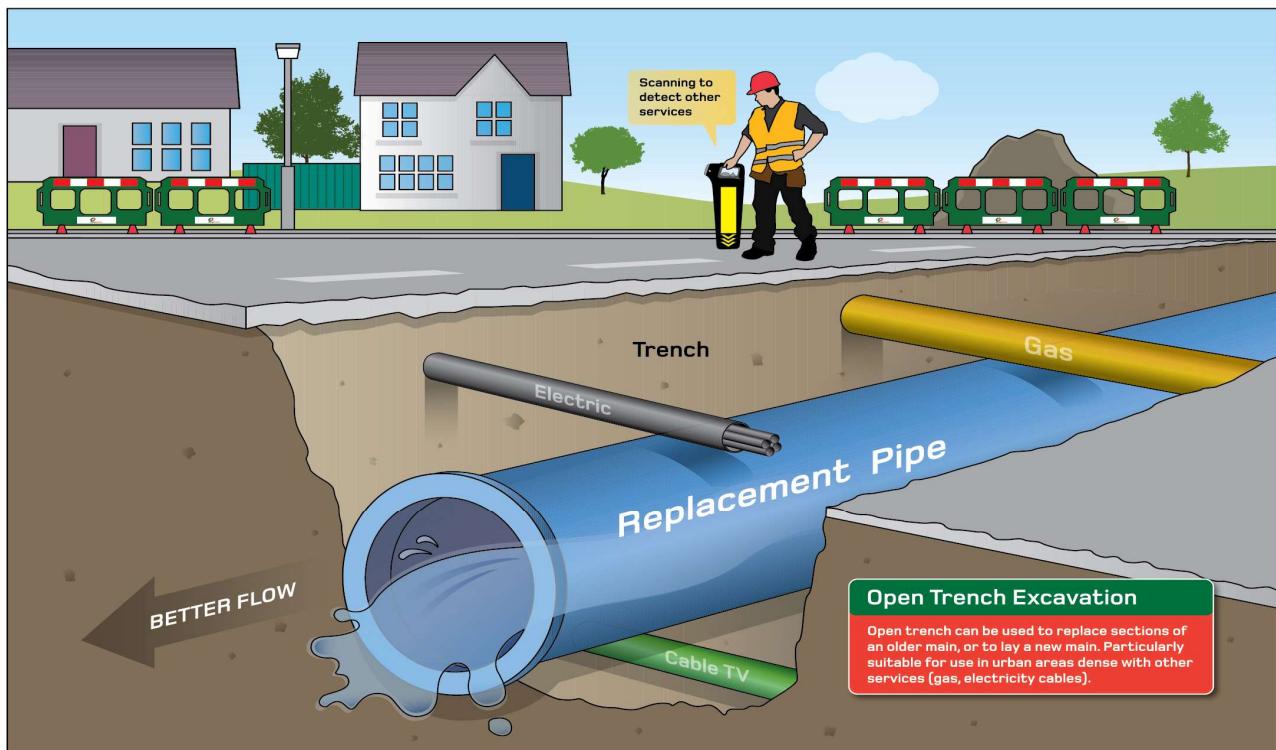
Mainly plastic which will reduce the risk of discoloured water coming through your taps and the risk of bursts, leaks and interruptions to your supply.

How will the work be carried out?

We'll dig a narrow trench to lay the new pipe.

When that happens, we'll make sure it's **safe** for everyone:

- We'll **cover the holes** temporarily or put **fences around them**.
- We'll **fill the holes back in quickly**.
- We will return to make service connections at a later stage.



When will you be doing the work?

Our normal working hours are 7.30am to 5pm, Monday to Friday, but we won't start any construction work until 8am. Occasionally, we may need to work weekends. We considered working through the night to limit the impact on traffic, but this was not possible due to increased noise levels and the safety of our teams.

2. Water supply and deliveries

Will I need to run the taps when the water comes back on?

Your water may be temporarily discoloured following our work. There's nothing to worry about and you should run your kitchen tap until it's clear.

You may also notice lower water pressure when you turn your tap on. This can usually be solved by turning your stop tap off and on again.

If you would like to know how to find your stop tap, check: [Southernwater.co.uk/help-and-support/Where is my stop tap? - Southern Water](http://Southernwater.co.uk/help-and-support/Where%20is%20my%20stop%20tap?%20-%20Southern%20Water)

Will I be able to access my property?

Sometimes we need to dig near your driveway or entrance, we'll make sure there's a **safe way for you to get in and out**. This might include:

- Putting down covers over any holes
- Creating temporary walkways or ramps
- Having workers on site to help guide you safely if needed.

We'll work with you to make sure you can still get where you need to go.

Will my bin still be collected?

Don't worry, if we're working near your house and the bins can't be collected, our team will help out! Once the bins are emptied, we'll put them back where they belong.

What about deliveries and online grocery orders?

If you are expecting any large deliveries, please let the site team know.

Do I need to be at home while you change my water supply?

No. We won't need to enter your property. If your water meter is in your garden or driveway, we'll talk to you before we start any work.

3. Here to help you



Do you need some extra help while we do this work?

If you, or anyone you live with, needs some extra help and is not already on our Priority Service Register please enter your details at: [Priority Services Register - Southern Water](http://Priority%20Services%20Register%20-%20Southern%20Water).

Who can I speak to about this work?

You can contact the Jenny Keirle Customer Liaison at: jenny.keirle@theclancygroup.co.uk, 9am to 5pm, Monday to Friday.

If you'd like to talk to someone, please call us on **0330 303 0368**. Just tell us that you're calling about PRN 835149 so we can help you more quickly.

4. When we've finished

What will it look like when you've finished?

Sometimes we need to wait until all the work is completed in your area before we do any reinstatement work. We'll do our best to make sure that it matches the unaffected area.

5. What else are we doing to reduce leaks?



We've had a record-breaking year for finding and fixing leaks – and we're not stopping there. Our teams are out every day using new technology to track down and repair leaks faster than ever before.

There's lots of information at southernwater.co.uk/help-and-support/what-were-doing-to-minimise-leaks/ or scan the QR code to take you straight there.