



from
**Southern
Water**

in partnership with
 **Clancy**

 Our ref
PRN 835155
 Date
6 July 2026
 Tel
0330 303 0368

Hello,

We're improving your water supply by replacing old pipes in your area

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.

In your area, we're doing this by replacing 300m of ageing water mains and connections.

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 300m of new water main along Vicarage Lane and on The Street.

You'll see us on site from Monday 3 August 2026 until mid-October 2026.

How will the work affect you?

Water supply

There might be a short interruption to your water supply, while we connect you to the new water main. This should not last longer than 4 hours at the most. We'll let you know 48 hours beforehand if your water supply is going to be affected. We'll knock on your door and leave a card if you're not in.

 **In an emergency**
0330 303 0368
Lines open 24hr,
calls charged at
local rate.

 **Billing and account enquiries**
0330 303 0277
8am–6pm, Monday to Friday.
Calls charged at local rate.

 **Report a leak**
0800 820 999
Lines open 24hr.

**Scan the code to view
our incident map**



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Southern Water, Southern House, Yeoman Road, Worthing BN13 3NX
southernwater.co.uk

Southern Water Services Ltd, Registered Office: Southern House, Yeoman Road, Worthing BN13 3NX Registered in England No. 2366670



Road works

Temporary traffic lights will be required on The Street, close to the junction with Vicarage Lane, for approximately one week at the start of our work and for a further week towards the end of the project to enable the final connection to be completed.

During our work, Vicarage Lane will also be closed. However, we will always make sure you can always get to your property or driveway.

Parking outside your property may not always be possible during work in that section of the road.

The footpath at the end of Vicarage Lane, which leads to London Road (A258) past St Nicholas Church, will be closed during our work.

A small welfare compound will be located at the turning point at the end of Vicarage Lane.

Working Hours

Our normal working hours are 7.30am to 5pm, Monday to Friday, but we won't start any construction work until 8am. We don't expect to work on weekends or bank holidays, but we may need to sometimes.

Our delivery partner

Our contractor is Clancy and every person working on this project will carry an ID card. If someone knocks on your door, please ask to see this.

Your questions answered

We have included some frequently asked questions with this letter, including how we do the work, why it's needed and how we restore the area once we've finished.

How to contact us

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

Phone: Call Southern Water on **0330 3030 368**. Just say **PRN 835155**, so we can help you more quickly

Online: southernwater.co.uk/contact-us

Your water bill directly supports investments in your area to upgrade treatment works and pipelines. This means we can continue to deliver improvements like this project and enhance your services for the future.

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

George Liddell

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.