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Got a general question?

03457 919 155

8am-8pm Monday to Friday,
8am-4pm Saturday.



Emergency?

03457 145 145

Lines open 24 hours a day



Letter date

12 January 2026



Reference number

67256941

We're upgrading water pipes in your area

Every day, we treat nearly a billion litres of clean water and send it through enough pipes to reach Sydney and back again.

We're replacing older water pipes to help keep your water clean and safe. It's all about protecting water quality on its journey to your home.

We'll be working in Renhold to replace our pipes from 19 January. If everything goes smoothly, we'll be all done by the end of March.

What are we doing and why?

We're investing £175,000 to upgrade 465 metres of pipes along Woodfield Lane to make sure your supply is safe and reliable for years to come. You can see where we'll be working on the map we've included.

How might the work affect you?

There's likely to be some disruption for local residents during this work, and we want to thank the community in advance for your patience.

While we do this work, your water and sewerage services won't be affected, and you can use everything as normal. If we do need to switch off your water for a short time at any point, we'll always let you know in advance.

We need to work in and around local roads for this work as it's the only way to get this job done safely. While we looked at going through fields and verges, it would have been too difficult to do the work safely because of tree roots, bushes, ditches as well as underground services – like gas pipes and electricity cables.

To keep our teams and the public safe while we're working, we'll use temporary traffic lights wherever possible for our preparation work, but we'll need to fully close two roads when we're installing the pipe – this is because the roads are too narrow for us to work while still allowing traffic to go past our teams and the dig site.

Investing in our region

We're investing £348 million to improve water pipes across the East of England.

Over the next five years, we'll be renewing 1,134 kilometres of pipes – that's seven times more than we replaced between 2020 and 2025!

This work will help reduce leaks, bursts and service interruptions, so your water supply stays safe and reliable for decades to come.

Scan the QR code to find out more.



Turn over for more info.

Road name	What?	Start date	End date
Woodfield Lane	Road closure	26 Jan	01 Feb
Green End	Traffic lights	26 Jan	01 Feb
Woodfield Lane	Road closure	16 Mar	22 Mar
Green End	Traffic lights	16 Mar	22 Mar

As with most work like this, we might need to change our plans. If we do, we'll let you know.

If you live within one of our road closures, don't worry – you'll still be able to get to your home. One end of the road will be completely closed, but the other will stay open just enough for you to carefully drive past our work.

You might notice times when the team isn't on site. That's usually because we're carrying out safety and quality tests on the new pipe and need to wait for the results before we can move to the next stage.

Want to find out more or get in touch?

You're welcome to speak to our team while we're working. If no one's around, you can email MLcustomers@anglianwater.co.uk or call **03457 145 145** – just mention the reference number at the top of this letter.

For the latest updates in your area, visit anglianwater.co.uk/check and pop in your postcode.

Thanks in advance for bearing with us while we complete this important work.

Many thanks,

Chloe Bailey
Customer Experience Specialist, Anglian Water



