



## **We're working in your area**

**We are carrying out our routine flushing programme of the water mains in your area to clear out natural sediments that build up over time.**

This leaflet gives important information on what we are doing and why we are doing it.

# Flushing out the water mains

## – your questions answered

### **What is South East Water doing?**

We will be carrying out work to systematically flush our water mains pipe work as part of our routine maintenance and monitoring programme.

This most commonly involves opening fire hydrants and washouts on our pipe work in a controlled planned sequence to flush out any accumulated sediment.

### **Why is South East Water doing this work?**

The water we provide our customers is of a very high quality, however, over time natural sediments may build up within our pipe work.

If these are left in the pipe, you could occasionally experience some water discolouration, or in extreme cases suffer a loss of supply.

### **How does South East Water determine where this work will take place?**

We regularly gather information from water samples and from our customers to help us develop our flushing programme in those areas identified as showing signs of a build up of sediment.

### **How long will it take?**

You will only be directly affected for a few hours as we flush the mains pipe work within your area or close to your property. However, our teams will be visible in some streets for a longer period. All South East Water representatives carry an identity card and our staff will not object to your enquiries, they expect and welcome them.

### **How much water is used?**

We ensure we use the least amount of water possible during any planned flushing programme. Please be assured we only use as much water as is necessary to clean the pipes and will stop flushing once we can see the whole system is running crystal clear.

### **What should I do if my water is discoloured when I run the tap?**

In most cases, discolouration can be removed by running the kitchen tap.

For further information visit: [southeastwater.co.uk/your-water](https://southeastwater.co.uk/your-water)

### **Who can answer any further questions?**

If you have any further comments or questions please fill out and return the form opposite and we will arrange for one of our customer service advisors to call you at your convenience.

# How can we help?

If you have any further questions or comments we would welcome your feedback. Please complete the form below and we will then contact you at a convenient time to discuss any issues or concerns you may have. Your feedback is important to us and helps improve the services we provide.

Once completed please seal and return this pre-paid form. Many thanks for your time.

Customer Name:

Your Account Number:         -

Address:

Comments:

Date:

## Call back details

Landline:

Mobile:

Preferred timeslot for callback: 9am-1pm  1pm-5pm  5pm-7pm

When completed, please fold, moisten gum, detach this pre-paid form and return to South East Water.

We do have lots of information regarding your water supply and water quality on our website.

Visit [southeastwater.co.uk](http://southeastwater.co.uk) or phone **0333 000 0002**

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Business Reply  
Licence Number  
RRSL-GHJL-ABGL



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