



Important Information



Our ref: eight2o BB970785



[thameswater.co.uk](https://www.thameswater.co.uk)



0800 316 9800

Our lines are always open



customer.feedback@thameswater.co.uk

Eel screens – Hythe End.

March 2018

Hello,

We'd like to let you know that we'll be carrying improvement works in the summer at our **Hythe End water intake channel on the River Thames**, Hythe End Road, Wraysbury, Staines.

Our design team is still in the process of planning our works, but we'd like to provide you with a brief description of the activities we're expecting to undertake:

- We'll be installing new eel screens at the entrance to the Hythe End water intake channel. This will help to protect the environment and, in particular, help protect the eel population along the River Thames.
- The works will include re-using the existing screen structure to mount the new screen. The screen will primarily be underwater, with motors, screen hoods and access walkways visible above water.
- We'll also be installing large hollow steel tubes into the river bed which will extend out of the river.
- A small control kiosk will be installed on our existing site.

Before we start our work, we'll be receiving deliveries of large machinery and equipment. To make sure these deliveries can be carried out safely, we'll need to trim back some overhanging trees on Hythe End Road.

We're planning to start our improvement works in summer 2018. However, before we start our work we'll be holding a public drop-in session on our Thames Water bus. We'll be back in touch nearer the time to provide you with further details of this.

Queries or concerns?

If you have any questions or concerns, please get in touch with us by calling **0800 316 9800**, selecting option two and quoting reference number **BB970785**.

If you're a business customer, you may wish to contact your retailer for any additional information relating to our work.

Thank you for your understanding.

Paula Walker

Customer Experience Coordinator