



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



Email us at
onealliancecustomers@anglianwater.co.uk



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
26 October 2023

We're investing in your community to protect the environment

Every day we clean and supply a billion litres of healthy drinking water and take away and clean your water after it's been used. It's all part of the service we provide using the money you pay us via your bill.

The drains and sewers in your community take used water away to your local water recycling centre (WRC) off Aldecar Lane in Benhall. We then clean it before returning it safely to the local environment.

What are we doing and why?

Phosphorous is a chemical widely used in soaps and cleaning products, but it can be harmful to wildlife in our waterways. To tackle this, we're investing over £2 million into upgrading our WRC, installing new equipment and strengthening the current water treatment process.

Our work at your local WRC will mean we can take out even more phosphorus from the water we return to the environment, improving the water quality for wildlife and reducing algae growth in your local rivers and streams.

All the building work will be confined to our site, so there'll be minimal disruption to you, although you may see more of our vehicles out and about in the area.

We're due to begin work on 15 November 2023 and if everything runs smoothly, we'll be finished by Summer 2024, but you may see us in the area before while we carry out some tree trimming down Aldecar Lane. This is to stop any unnecessary damage to the trees when large deliveries are made.

How can you stay updated?

You can find out more by visiting [anglianwater.co.uk/inyourarea](https://www.anglianwater.co.uk/inyourarea). If you have any questions or feedback about our work, you can call us on 03457 919 155 or email us at onealliancecustomers@anglianwater.co.uk. We'll write to you again if there are any changes to our plans.

Finding it hard to pay your bill?

Our specially trained Extra Care Support team can help you find a way forward. The events over the last few years have meant lots of changes to finances and millions of people are now feeling more worried about money.

Our team can make sure you're on the right tariff, look at setting up a payment plan or guide you to help from other organisations.

Head to
[anglianwater.co.uk/extra-care](https://www.anglianwater.co.uk/extra-care) or
scan the QR code for more
information.



Turn over for more info.

How can you help?

Keeping our sewers clear helps prevent flooding and protects the environment from pollution. Fat poured down the sink and items like wet wipes or sanitary products being flushed down the loo can create fatbergs blocking pipes or sewers.

Make sure you're playing your part to keep our sewers flowing by only flushing the three Ps – pee, poo and paper, and putting leftover cooking fat in your bin.

Find out more at anglianwater.co.uk/keepitclear.

Get River Positive

Rivers are not only the lifeblood of the communities we serve but also play a huge part in our ability to provide water to those communities. We know there's more we need to do to make all the rivers in our region the healthiest they can be. Get River Positive is our commitment to act now to protect and revitalise rivers by 2030.

We're working with farmers, landowners, river groups to lead the change.

Find out more at anglianwater.co.uk/getriverpositive.

Many thanks,

Sarah Lovitt
Customer Coordinator

Looking after our environment

