



Working on  
behalf of

# HS2

## Notice of Thames Water work

September 2021 | [www.hs2.org.uk](http://www.hs2.org.uk)

High Speed Two (HS2) is the new high speed railway for Britain.

### Thames Water update

As part of HS2's enabling work, Thames Water are required to access shafts on the Thames Lee Tunnel (TLT), to assess the condition of our existing asset that may be affected by HS2's tunnelling works.

### Our work

We need to access and survey a Thames Lee Tunnel (TLT) shaft inside our site Barrow Hill Reservoir.

Our work will start on Tuesday 12 October and will take approximately two weeks.

To carry out a survey in the shaft we need to pump out all the water out. This means there we need to send a HGV to site, and we will need to suspend a parking bay – so the vehicle can enter and leave the site safely.

### Getting in touch

For all enquiries about the work Thames Water are doing on behalf of HS2, please use the below details and quote the reference number: **BB975839**

**Phone: 0800 316 9800 (our lines are always open) Email:**  
**[customer.feedback@thameswater.co.uk](mailto:customer.feedback@thameswater.co.uk)**

**If you have a question about HS2 or our works, please contact our HS2 Helpdesk team on 08081 434 434 or email [hs2enquiries@hs2.org.uk](mailto:hs2enquiries@hs2.org.uk)**

## Notification



### Duration of works

We will be working at our Barrow Hill site for approximately two weeks from Tuesday 12 October

Our working hours will be Monday to Friday 8am to 6pm

### What to expect

Footpaths will remain open

One parking bay will be suspended

There will be a HGV entering and leaving the site

# Keeping you informed

We are committed to keeping you informed about work on HS2. This includes ensuring you know what to expect and when to expect it, as well as how we can help.

## Residents' Charter and Commissioner

The Residents' Charter is our promise to communicate as clearly as we possibly can with people who live along or near the HS2 route.  
[www.gov.uk/government/publications/hs2-residents-charter](http://www.gov.uk/government/publications/hs2-residents-charter)

We also have an independent Residents' Commissioner whose job is to make sure we keep to the promises we make in the Charter and to keep it under constant review. Find reports at:  
[www.gov.uk/government/collections/hs2-ltd-residents-commissioner](http://www.gov.uk/government/collections/hs2-ltd-residents-commissioner)

You can contact the Commissioner at:  
[residentscommissioner@hs2.org.uk](mailto:residentscommissioner@hs2.org.uk)

## Construction Commissioner

The Construction Commissioner's role is to mediate and monitor the way in which HS2 Ltd manages and responds to construction complaints. You can contact the Construction Commissioner by emailing:  
[complaints@hs2-cc.org.uk](mailto:complaints@hs2-cc.org.uk)

## Property and compensation

You can find out all about HS2 and properties along the line of route by visiting:  
[www.gov.uk/government/collections/hs2-property](http://www.gov.uk/government/collections/hs2-property)  
Find out if you're eligible for compensation at:  
[www.gov.uk/claim-compensation-if-affected-by-hs2](http://www.gov.uk/claim-compensation-if-affected-by-hs2)

## Holding us to account

If you are unhappy for any reason you can make a complaint by contacting our HS2 Helpdesk team. For more details on our complaints process, please visit our website:  
[www.hs2.org.uk/how-to-complain](http://www.hs2.org.uk/how-to-complain)

## Contact Us

Contact our HS2 Helpdesk team all day, every day of the year on:

 Freephone **08081 434 434**

 Minicom **08081 456 472**

 Email **[hs2enquiries@hs2.org.uk](mailto:hs2enquiries@hs2.org.uk)**

Write to:

**FREEPOST**

**HS2 Community Engagement**

Website **[www.hs2.org.uk](http://www.hs2.org.uk)**

To keep up to date with what is happening in your local area, visit:  
**[www.hs2inyourarea.co.uk](http://www.hs2inyourarea.co.uk)**

**Please contact us if you'd like a free copy of this document in large print, Braille, audio or easy read. You can also contact us for help and information in a different language.**

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<https://www.gov.uk/government/publications/high-speed-two-ltd-privacy-notice>

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