

Project number: 80068054 NWP

12 May 2026

Hello,

**Investing in Manchester's water network – Our work on Entwistle Hall Lane, Crow Tree Lane and Hob Lane.**

We're due to start work to replace water pipes in your community. We do understand that this type of work can be inconvenient, so we wanted to provide further information to explain how this may affect you.

We really appreciate your patience and understanding and of course, we'll do all we can to keep disruption to a minimum.

We're planning to start from **Monday 25 May 2026**. The work normally takes place in sections, and we expect it will take around **ten weeks** to finish.

You may notice some noise, additional construction related vehicles/machinery and there may be some temporary traffic management in place so the work can be carried out safely.

When we reconnect your property to the new pipe, we may need to temporarily turn off your water for a short period. Don't worry, we'll be in touch before this work takes place with more details.

**Access:** We'll try to maintain as much safe access as possible, and you will still be able to get to your home or business. However, if you normally park on the road, we may need you to temporarily move your vehicle, just while our team are working.

**Your water supply:** We may need to turn off your water for a short period so we can connect your property to the new water pipe. We'll make sure the water is off for as little time as possible as we do understand this will be inconvenient. We'll be back in touch to confirm the date and time when we'll need to turn off the water before the work takes place.

You may notice your tap water appears a little discoloured during our work. This is nothing to worry about and will quickly return to normal. We're sorry if you experience any temporary changes and have some useful advice on the back of this letter, so you can help it to clear quickly.

**Don't fall victim to bogus callers**

All our employees carry ID cards and will be happy to wait while you call us on 0345 672 3723 to check their identity. Also, if you receive a telephone call from someone claiming to be from United Utilities asking for your personal details and you're not sure it's genuine, please hang up and call us on 0345 672 3723 to check. Follow this advice for text messages too.

To find out more information about what the work will involve please visit [unitedutilities.com/new-water-pipes](http://unitedutilities.com/new-water-pipes) or scan the QR code with a mobile device.



### We're here to help if you need us

Our team will continue to keep you updated as our work progresses but if you have any queries, please don't hesitate to get in touch, you can reach us:

**By phone:** Please call us on 0345 672 3723 quoting project number 80068054NWP and **your postcode.**

**Online:** Complete the feedback form on our website.

**On social media:** Send us a message on our social media channels.

Thank you

Customer Services

## A three step guide to help get things back to normal




### 1 Does your tap water look different?



- It looks murky, brown or it has particles in it
- I think there has been work in my area
- My neighbour's water is also like this

### 2 Things to avoid if your water is discoloured

Help prevent any bits of sediment getting into appliances.

-  Avoid turning on other taps (including the hot)
-  Don't use washing machines/dishwashers or other appliances fed by your water supply
-  Try to avoid flushing the toilet

### 3 Help to clear...

- Slowly run the kitchen cold water tap
- Don't be tempted to turn the tap on fully so water blasts out...it can actually make it worse!
- So this water isn't wasted, why not collect it and use to water your plants?
- Gently running the tap for around 20 minutes should help it clear
- Not clearing? Leave it a little while and repeat

### Sometimes water can appear cloudy or milky.

This is often just trapped air bubbles and will release naturally every time you turn on your tap and use the supply. Fill a glass and watch it clear from the bottom upwards.



### Looking after the water in your home.

It's our job to get the water from its natural source and safely into your home, but there are things you can do to ensure that the water you drink, cook with and wash in is of the very best quality.

To find out more head to [unitedutilities.com/aboutyourwater](http://unitedutilities.com/aboutyourwater)

### We're here to help if you have any queries or if your water doesn't clear after our work.

Please get in touch via our social media channels or if you prefer just give us a call on **0345 672 3723** and provide the project number from the front of this letter.