



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

13 January 2026



Reference number

67428671

We're upgrading water pipes in your area

Every day, we treat nearly a billion litres of clean water and send it through enough pipes to reach Sydney and back again.

We're replacing older water pipes to help keep your water clean and safe. It's all about protecting water quality on its journey to your home.

We'll be working in East Kirby to replace our pipes from 19 January. If everything goes smoothly, we'll be all done by April.

What are we doing and why?

We're investing £644,000 to upgrade nearly 2 kilometres of pipes along the A115 in East Kirby to make sure your supply is safe and reliable for years to come. You can see where we'll be working on the map on the other side of this letter.

We'll use a technique called directional drilling to install most of the new pipeline. This means we can put new pipes underground without having to dig up large areas. It also means we can do the work quicker and reduce our carbon footprint.

How might the work affect you?

There's likely to be some disruption for local residents during this work, and we want to thank the community in advance for your patience.

While we do this work, your water and sewerage services won't be affected, and you can use everything as normal. If we do need to switch off your water for a short time at any point, we'll always let you know in advance.

We'll be doing most of our work in the verges, but we will cross some roads. **To make sure we're doing it safely, we'll use temporary traffic lights along the A155 from 19 January until 3 April.**

As with most work like this, we might need to change our plans. If we do, we'll let you know.

You might notice times when the team isn't on site. That's usually because we're carrying out safety and quality tests on the new pipe and need to wait for the results before we can move to the next stage.

Investing in our region

We're investing £348 million to improve water pipes across the East of England.

Over the next five years, we'll be renewing 1,134 kilometres of pipes – that's seven times more than we replaced between 2020 and 2025!

This work will help reduce leaks, bursts and service interruptions, so your water supply stays safe and reliable for decades to come.

Scan the QR code to find out more.



Turn over for more info.

Want to find out more or get in touch?

You're welcome to speak to our team while we're working. If no one's around, you can email MLcustomers@anglianwater.co.uk or call **03457 145 145** – just mention the reference number at the top of this letter.

For the latest updates in your area, visit anglianwater.co.uk/check and pop in your postcode.

Thanks in advance for bearing with us while we complete this important work.

Many thanks,

Chloe Bailey.
Customer Experience Specialist, Anglian Water

