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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

6 January 2026



Reference number

65905207

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.

Some of the water pipes in your area are getting to the end of their useful life. This has led to 11 bursts in the last five years, which we know has meant low pressure or a loss of supply for some of you. We're really sorry. That's why we're replacing these pipes now – to reduce the chances of future bursts and keep your water flowing as it should.

We'll be working along Boughton Road in Fincham to replace our pipes from 12 January. If everything goes smoothly, we'll be all done by the end of March.

What are we doing and why?

We're investing £385,000 to upgrade 3 kilometres of pipes along Boughton Road 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 need to work in and around local roads for this work as it's the only way to get this job done safely. While we looked at going through fields and verges, it would have been too difficult to do the work safely because of tree roots, bushes, ditches as well as underground services – like gas pipes and electricity cables.

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.

To keep our teams and the public safe while we're working, we'll need to fully close Boughton Road from 12 January to 21 March. This is because the road is too narrow for us to work while still allowing traffic to go past our teams and the dig site.

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

If you live on the section of Boughton Road we'll be closing, don't worry – you'll still be able to get to your home. One end of the road will be completely closed, but the other will stay open just enough for you to carefully drive past our work. Everyone else will need to follow the official signposted diversion route.

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.

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



