

PEBBLE HILL ROAD – Mains replacement scheme

Questions and Answers

Q: When is the proposed start date?

A: Monday 8 September 2014.

Q: When will you be working?

A: Monday to Saturday for main laying and reinstatement of the road surface. Where appropriate we will also work on Sunday mornings.

Q: What will be the full duration of the scheme?

A: The scheme is broken down into phases, namely; Main Laying, Testing and Chlorination, Service Transfers and Final Connections. The estimated completion date for all the phases is March 2015. However, Pebble Hill Road is due to be reopened in January 2015.

Q: What exactly will you be doing?

A: We will be replacing the existing mains which have reached the end of their serviceable life. We will be laying approximately 2000m of varying diameter pipe and renewing the service connections to properties in The Coombe and along Pebble Hill Road. The scheme also includes crossing underneath the railway line to the east of Betchworth Station.

Q: Why do you have to completely close the road?

A: Due to the nature and narrow width of the road, we have been granted a road closure by Surrey County Council in order to protect road users and our workforce alike. The closure will also allow us to complete the work as quickly and as safely as possible.

Q: How long will Pebble Hill Road be closed?

A: A twenty-four hour closure will remain in place between September 2014 and January 2015. Please keep an eye on our company website for up-to-date information www.waterplc.com/pebblehill

Q: Which part of Pebble Hill Road will be closed?

A: Road closure traffic management will extend from the A25 Reigate Road roundabout to the bridleway just north of Pebbledown.

Q: What diversionary routes will be in place?

A: The approved diversionary route for the road closure is via Tadworth roundabout, A217, Reigate Hill and A25 Reigate Road. Diversionary route maps are downloadable from our website.

Q: What will happen to the bus route that currently uses Pebble Hill Road?

A: Surrey County Council is in discussion with the bus companies who operate in the area. They will be announcing alternative routes shortly.

Q: Why didn't you start the work during the school holidays when the roads are less busy?

A: Southern Gas Networks has works being carried out in the Reigate area during the schools holidays which would clash with our diversionary route. As a result, a decision was made by Surrey County Council to postpone our works until September.

Q: How many gangs of men will be working on the scheme?

A: Two two-man "Mains Laying Gangs", followed by two two-man "Service Transfer Gangs". Resources will be continually reviewed during the work to ensure we are managing the project efficiently.

Q: Will you be working any extended hours to get the job completed sooner?

A: Due to the time of year these works are being carried out, we are up against reduced daylight hours which means extended working hours during the majority of the works will not be possible. As works progress we will review to ensure we make the most of the longer days at the start of the scheme.

Q: Why can't you work 24 hours a day to complete the work quicker?

A: Working at night will cause disruption to local residents due to an increase in noise and light. Working at night also increases the health and safety risks for our workforce.

Q: How will people who live in the affected roads gain access to their properties?

A: Access will be maintained throughout for all residents from either the north or the south depending on the location of works.

Q: How will businesses in the affected roads continue operating?

A: All major businesses on Pebble Hill Road are being consulted prior to works commencement to ascertain their access requirements. We will endeavour to maintain access from the south/A25 Reigate Road roundabout.

Q: Will the emergency services be able to reach residents in the affected roads?

A: Access will be maintained throughout for all emergency service vehicles.

Q: What about supermarket and other home deliveries?

A: We would urge all deliveries be planned outside working hours in order to avoid disruption. Delivery companies should be made aware of local diversions and the current position of our works.

Q: How will refuse collectors gain access to affected properties?

A: We are liaising with the council with regards to maintaining access for bin collections. This information will be communicated to you separately.

Q: What about anyone else who needs to gain access to affected properties?

A: Unless access is urgently required for residential/local business purposes, we would urge you to use the suggested diversion route. Pebble Hill Road will not be available as a through route throughout the duration of the closure.

Q: Why can't you open the road when you are not working on site?

A: Removing and setting up the road closure and diversion is time consuming and would eat into productivity rates. Removing the closure overnight sends a message to road users that the closure is intermittent which may urge them to try and use the route at other times. Having a full time closure will persuade road users to avoid the area throughout the full duration of the works.

Q: What method of mains laying will you be using?

A: We'll be using open cut trenching with an estimated productivity rate of 80m per week. The site itself will feature a rolling stretch of approximately 100m of open trench which will be reinstated as we progress along the road.

Q: Which contractor will you be using?

A: Specialist mains laying contractor, Clancy Dowcra, with whom we have had a long-term relationship which spans more than 25 years.

Q; Where will the equipment and supplies for the scheme be stored?

A: The majority of machinery and materials will be stored offsite in agreed compounds. Some fittings and pipes will be stored on the road within the extents of the closure.

Q: How can I find out more information?

A: Advanced warning signs will be placed in strategic locations well in advance of works commencing. A scheme Fact Sheet, diversionary maps and these Questions and Answers are available on our website at www.waterplc.com/pebblehill and will be kept updated as required. If you have any additional queries, please contact our **Customer Services Team on 01737 772000.**