

## **Grasby Water Pipe Upgrade**

### **Parish Council Update – September 2026**

Please find below an update on the key topics requested ahead of the Parish Council meeting.

#### **1. Update on Regular Checks with Vulnerable Customers**

I have spoken with many residents in the area since work began, including customers who may be considered vulnerable. However, I appreciate that I am unable to speak to everyone individually, so I would encourage anyone who feels they may need additional support during our works to come forward and let me know.

Where residents have contacted me to discuss concerns or specific requirements, I have arranged site meetings and phone calls to better understand their needs and ensure the appropriate support is in place.

I will continue to engage with residents and provide support wherever possible as the project progresses.

Our site team has details of customers who are registered on the Priority Services Register, so they're aware of anyone who may need additional support while we're working in the area.

---

#### **2. Update on Checks with the School, Pub, Church, Village Hall and Local Businesses**

Before work started, I contacted the school, pub, church, village hall and local businesses directly to introduce myself, explain the planned work, provide my contact details and offer any additional support they may need throughout the project.

The school, pub, church, village hall and local businesses should all have received either a letter or email update last month containing further information about the project and upcoming works.

Since the school returned in September, I have also spoken directly with staff to ensure they are managing access arrangements for both staff and students without issue, and to understand whether there is anything further we can do to support them while work continues in the village.

---

### **3. Road Closure Updates and Communications**

Now, there have been no changes to our planned road closures or overall programme.

Our communication plan remains unchanged, and we will continue to keep residents informed through:

- Weekly updates on the project webpage.
- Letters issued approximately every two months, or sooner if there are any significant changes.
- Regular site visits and conversations with residents.

Our aim remains to ensure residents receive clear and timely information throughout the duration of the project.

---

### **4. Resident Enquiries and Response Times**

To date, I have received approximately 18 resident enquiries. (8 more since the last update in July)

Most contacts have related to road closures and access arrangements. I have also received enquiries regarding the leaky valve on Main Street, as well as questions around the flushing activities carried out on the network.

I aim to respond to all enquiries within 24 hours. However, my current average response time is within 48 hours.

Unfortunately, we have recently experienced some technical issues affecting enquiries received via the call centre. In some cases, calls have taken up to two weeks to be passed to the correct team and assigned to me for a response. I would like to apologise to any residents who have experienced delays as a result.

We are working internally to resolve these issues and improve the process moving forward.

---

### **5. General Project Feedback**

I'd like to take the opportunity to thank everyone in Grasby for the warm welcome and patience you've shown since work began.

We understand this work can be disruptive, and we're grateful for the understanding residents have shown while we carry out these essential improvements to the water network.

Overall, the project continues to progress well and is currently running approximately one week ahead of schedule.

While this is encouraging, there are always factors that can affect construction works, and therefore we cannot guarantee that being ahead of programme at this stage will result in an earlier completion date.

Since the emergency water shutdown earlier in the project, we have not experienced any further unexpected issues, and works have continued smoothly.

I'll continue to be out on site regularly and am always happy to stop for a chat, answer questions or discuss any concerns residents may have.

---

## **6. Community Support and Volunteering Opportunities**

As part of our commitment to the communities we work in, we are always keen to explore opportunities to give something back to the village.

We would welcome any suggestions from the Parish Council regarding potential volunteering opportunities within the school, community projects, or local initiatives that could benefit from our support. Whether this involves practical assistance, environmental improvements, community events, or other projects that would have a positive impact on the village.