



Important information



Your reference
BB00472913



thameswater.co.uk
customer.feedback@thameswater.co.uk



0800 316 9800
Our lines are always open

Partial closure on the Greenway Stratford Update

01 October 2024

Hello,

As you are already aware, Thames Water have been undertaking work on the Northern Outfall Sewer (NOS) since 2014. **The main works phase on the NOS07/08 Manor Road bridges commenced September 2024 for 18 months.** During this time significant repairs will be carried out on structures crossing the Jubilee Line, DLR, and Manor Road, both underneath and above the Greenway.

A number of safety concerns have been raised by users of the Greenway regarding the diversion route via Abbey Road. We would like to assure our customers that the safety of public and our site teams is something we do not compromise on. We have used this opportunity to highlight the concerns raised. Working collaboratively with London Borough of Newham and the Metropolitan police, has allowed us to make the following amendments:

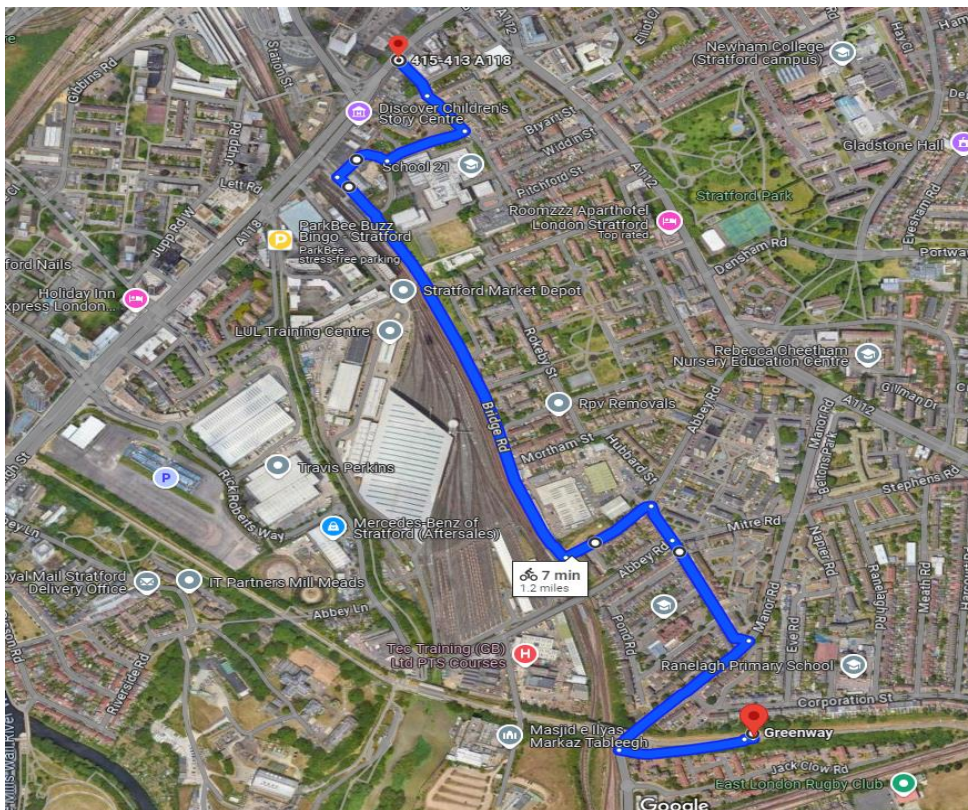
- **Following a risk assessment of cyclist movements, the Greenway cycle diversion will be altered to make use of the Channelsea cycle ramp and toucan crossing (green line). As pictured below.**



- The temporary diversion signage on Abbey Road will be removed and replaced with amended signage.
- Newham Borough Council will continue to review the implementation of an experimental traffic order.
- Newham Borough Council are confirming traffic calming measures to be implemented on Abbey Road as a short-term improvement. If these measures are approved Thames Water will fund this implementation.

Abbey Road will remain an optional diversion route for both pedestrians and Cyclists.

For those wishing to avoid the use of Abbey Road all together there is an **alternative route via Bridge Road** which can be considered as shown below.



What if you need some extra support?

If you need a helping hand, our priority services team can provide support. For more information, please visit thameswater.co.uk/priority-services or call us on 0800 009 3652.

Queries or concerns?

You can get in touch with us on **0800 316 9800** – please select option one and quote the reference number at the top of this letter. If you're a business customer, you may wish to contact your retailer for any additional information relating to our work.

**Stephanie Rice – Thames Water
Customer Experience Co-ordinator**