

Project number: 80063071.02

25 February 2026

Hello,

### **Temporary road closures and traffic management in your area**

As we continue upgrading the Vyrnwy Aqueduct pipelines, we're getting in touch to update you on a planned temporary road closure in your area.

To help keep the water network running reliably for years to come, we need to relocate major underground water infrastructure away from the road and into nearby land. This involves complex, deep excavation work that spans the entire crossroads. While we're working in this area, we plan to relocate the assets. By doing this now, we'll avoid needing to close the whole crossroads again in the future, helping to minimise any further disruption for you and your neighbours. Carrying out this work also means we can keep our customers on supply throughout the works.

Because this work spans the full width of the junction and involves deep excavation, the crossroads at Blakemere Lane, Delamere Road, Ashton Road and School Lane will need to be closed to vehicles from Monday 30 March until Tuesday 9 June 2026. This will allow the work to be completed safely.

### **How This May Affect You**

- Our standard working hours will be 8am to 6pm, Monday to Friday. Sometimes we may need to work later or at weekends to keep things on track.
- Vehicles won't be able to travel through the crossroads during this time.
- The closure and diversions will need to remain in place for the full duration to allow the works to be carried out safely and efficiently.
- We'll keep pedestrian access open wherever it's safe.
- We've included a diversion map with this letter so you can plan your journeys.
- You may notice an increase in noise, dust, and construction traffic in the area while we carry out our work. We'll make every effort to minimise disruption.
- When we're finished, the roads will be restored, and all traffic management will be removed.
- Your water and wastewater services will not be affected at any point during these works — you can continue to use them as normal.

### **Come and speak to us**

Our project team will be on hand for you to ask questions and find out more about the works. Please feel free to drop in at any of the sessions below.

#### **NCK Centre, Norley Road, Norley, Frodsham WA6 8NE**

- Tuesday 21 April 2026 | 2-4pm

#### **Delamere and Oakmere Community Centre, Station Road, CW8 2HU**

- Tuesday 24 February 2026 | 2-4pm
- Tuesday 28 April 2026 | 5-7pm

#### **The Carriers Inn, Delamere Road, Hatchmere, Frodsham, WA6 6NL**

- Tuesday 17 March 2026 | 4-6pm
- Tuesday 5 May 2026 | 4-6pm

We've been speaking with local residents and community groups throughout the project and have included a summary of questions and answers we've received so far.

We know that a long-term road closure can be challenging, and we really appreciate your patience while we carry out this essential work. These improvements are part of our wider Vyrnwy Aqueduct Modernisation Programme (VAMP), helping ensure high-quality water and a reliable network for generations to come.

We'll provide regular updates on our website at [unitedutilities.com/vamp-live-updates](https://unitedutilities.com/vamp-live-updates) and also share the latest information with local Parish Councils.

### Keeping in touch

If you have any queries and are unable to make it to our drop-in sessions, please don't hesitate to get in touch, you can reach us:

**By phone:** 0345 672 3723 quoting project number 80063071.02

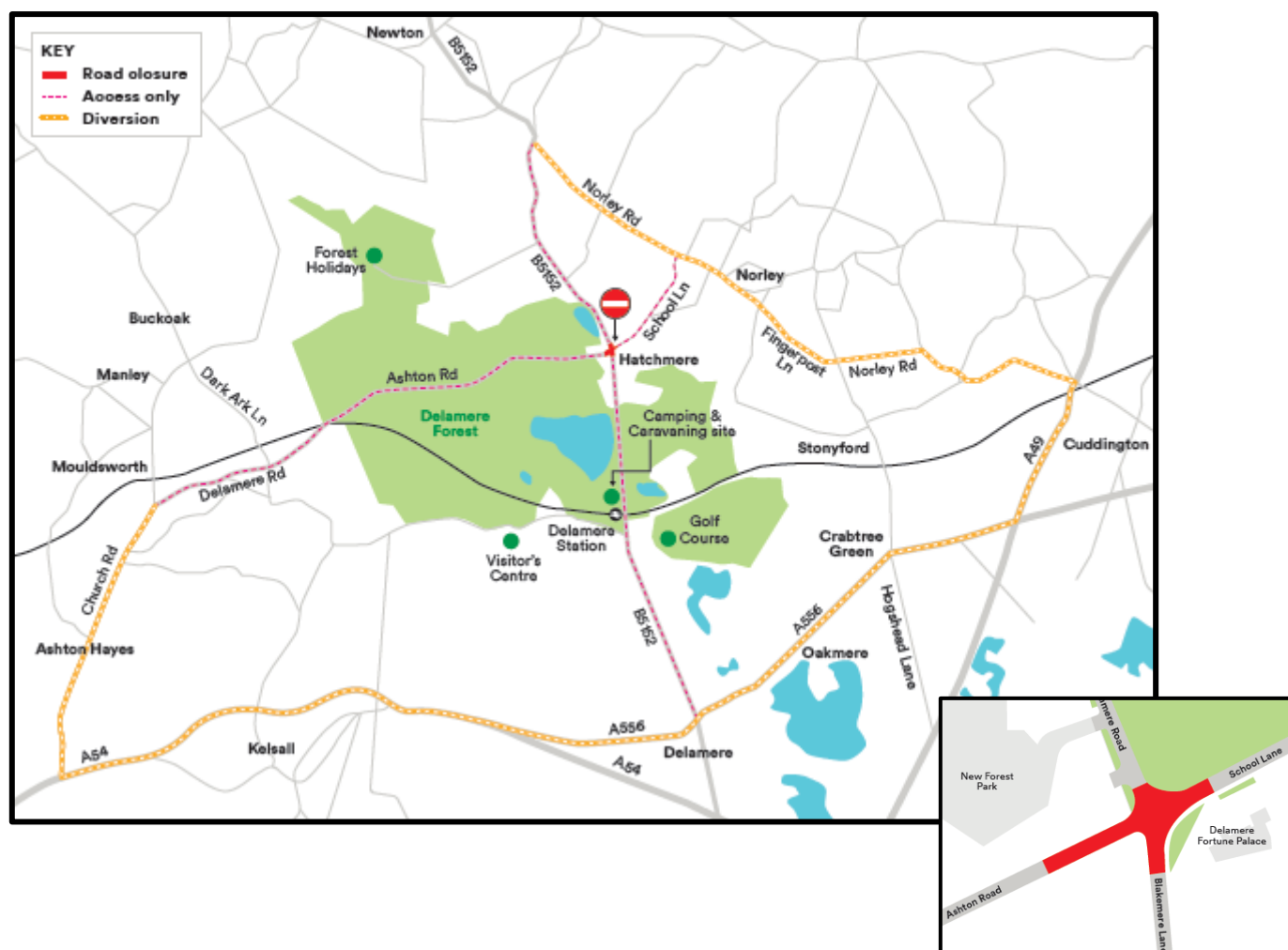
**On social media:** Send us a message on our social media channels.

**Online:** Complete the feedback form on our virtual exhibition at [uuhub.co.uk/vyrnwy](https://uuhub.co.uk/vyrnwy) or scan the QR code with a mobile device.



Thank you,

Customer Services Team



# FAQs – Hatchmere Crossroads Closure



Closure Dates: Monday 30 March to Tuesday 9 June 2026

Project: Vyrnwy Aqueduct Modernisation Programme (VAMP)

Project Number: 80063071.02

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## Access, services, and day-to-day impacts

### **Q: Will I still have water?**

**A:** Yes. Your water and wastewater services will not be affected. We will make every effort to avoid any interruption, and if one is needed, we will notify you in advance.

### **Q: Will I still be able to access my driveway?**

**A:** Yes. Access to driveways will be maintained wherever possible. If temporary restrictions are required, we know this may be disruptive, and we will work closely with affected residents to minimise any impact.

### **Q: Will pedestrian access be maintained during the road closure?**

**A:** Yes. Pedestrian access will be maintained where possible and safe to do so, with temporary arrangements in place as works progress.

### **Q: Will the bin collections still take place?**

**A:** Yes. Cheshire West and Chester Council have advised that they will plan around the closure to ensure there is no disruption to services for residents in the area.

### **Q: Is there the possibility of providing alternative parking for residents living close to the crossroads?**

**A:** We have explored options for alternative parking, including the use of Forestry England land previously used as a compound area. Currently, this land may be needed for the works. In addition, the site could not be effectively controlled or restricted for parking use. For these reasons, this option is not considered viable. We will continue to consider practical ways to support residents and keep disruption to a minimum.

### **Q: Will United Utilities pay compensation if I have to take a longer journey or incur extra costs because of the road closure? (Domestic customers)**

**A:** We understand that longer journeys can be frustrating, and we're sorry for any inconvenience. While compensation is not usually provided for domestic customers, we are committed to minimising disruption by providing clear updates, managing diversion routes carefully, and supporting residents throughout the works.

Road closures are only used where essential work needs to be carried out safely. We will do our best to minimise disruption by providing advance notice, clearly signposting diversion routes, completing works as quickly as safely possible, and sharing regular updates. Business customers may have different arrangements and are encouraged to contact us directly.

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## Travel, transport, and road access

### **Q: Can temporary bus stops be added to the No. 48 route at The Carriers Inn and School Lane?**

**A:** We understand that missing stops can be inconvenient. We've worked closely with Cheshire West and Chester Council's Transport Planning Team. Unfortunately, temporary bus stops cannot be added at these locations due to safety and operational constraints, including limited space for buses to turn safely and the size of vehicles used on the No. 48 route.

No. 48 service will continue to operate via a safe diversion along Norley Road, although it won't be able to serve the crossroads stops. Please check local timetables for updated service information.

We also explored extending the ittravel bus boundary to include Weaverham High School, but this was not approved.

# FAQs – Hatchmere Crossroads Closure

## **Q: Can vehicles, horses, or cyclists pass through the works using pavements or temporary plates?**

**A:** For safety reasons, the works require a secure working area that cannot be crossed by vehicles, horses, or cyclists, including on pavements or temporary metal plates. This helps protect everyone's safety and prevents damage to surfaces and equipment.

The full closure keeps residents, pedestrians, and workers safe while the work is carried out. Pedestrians may use temporary safe routes where available. Cyclists are advised to dismount and follow signed diversion routes or any temporary pedestrian arrangements provided.

## **Q: Why can't the closure be phased, use traffic lights, or keep one road open at a time?**

**A:** We understand this will be inconvenient. The work requires relocating large underground assets across the whole junction, and the available space is very limited. Because of this, it wouldn't be safe to allow traffic through any part of the crossroads while the work is taking place. A full closure means the work can be completed as quickly as possible and with the least overall disruption, while keeping everyone safe.

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## **Safety and communication**

### **Q: Will emergency services be notified of the closure?**

**A:** Yes. Cheshire West and Chester Council notify emergency services of planned road closures and diversion routes. In addition, we have notified local control centres of the closure.

### **Q: Will there be security/CCTV onsite and how will traffic compliance be monitored?**

**A:** Yes. There will be a roaming security guard on site throughout the works. Their main role is to ensure the site remains secure and to keep an eye on any issues that arise.

We understand that residents are concerned about access and vehicles potentially blocking driveways, and we appreciate how frustrating that can be. While we're unable to install temporary CCTV in residential areas due to privacy and data protection requirements, our team will be actively monitoring the area and working to minimise disruption wherever possible. If you experience serious issues, such as persistent driveway obstruction, we recommend reporting this to the local council or the police, as they have the authority to take enforcement action.

### **Q: How will diversion routes and signage be managed?**

**A:** Advanced warning signs will be installed 10–14 days before the closure. Diversion routes will guide all traffic around the works and signage will be maintained throughout.

### **Q: How will residents and businesses be kept informed?**

**A:** We will keep residents and businesses up to date through letters, emails, and leaflets, and by putting up diversion maps and signage. We're also holding several drop-in sessions where you can meet the project team, ask questions, view the diversion plans, and share any concerns in person. If you are unable to attend a session, we will provide alternative ways for you to see the plans and ask questions.

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### **Q: Who can I contact if I have any questions or concerns?**

**A:** Call United Utilities on 0345 672 3723 (quote project number 80063071.02) or visit [unitedutilities.com/vamp-live-updates](https://unitedutilities.com/vamp-live-updates).