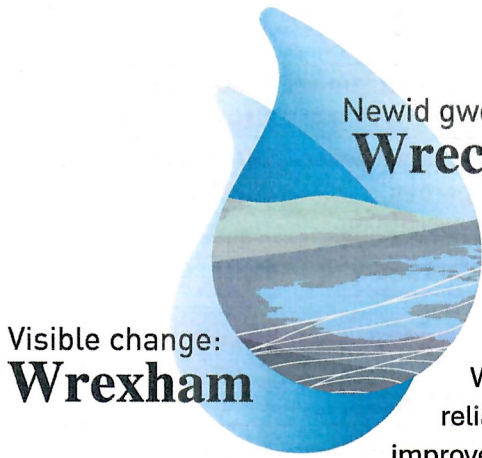




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Wrexham

Strengthening Wrexham's water network for the future

What you need to know

We're investing in Wrexham's water network to make it more reliable for homes and businesses, now and in the future. These improvements will help reduce bursts, improve water pressure, and strengthen the network so it can support local communities for years to come.

Why this work is needed

Ageing pipes, changing weather and growing demand are putting more pressure on Wrexham's water network. We're upgrading key parts of the system to reduce bursts, improve reliability and provide a more dependable service for homes and businesses.

This work is part of our £266 million investment to strengthen services, support communities and help protect the natural environment for the future.

What this means for you

Through Visible Change: Wrexham, we're making these improvements clearer and easier to understand, so you know what's happening in your area and what it means for you. We'll provide regular updates, give as much notice as possible, and make sure support is easy to access if you need it. We know work of this kind can sometimes cause disruption, so we'll keep you informed throughout and do everything we can to minimise the impact.

What is happening?

We're upgrading sections of the water network in and around Wrexham, including areas such as Overton, Gresford and Erddig. This includes replacing older pipes with new ones that are designed to provide a more reliable water supply.

How will this benefit me?

Once the work is finished, you should notice fewer bursts and interruptions, more reliable water pressure, a stronger, more resilient network, and a service that is better prepared for future demand.

When will the work take place?

Work is planned to begin in summer 2026, with improvements carried out in phases across different locations.

Phase	Location / scope	Why this work is needed/summary of work	Current timing
Phase 1	Cinders to Overton	£2.66m investment to improve water reliability for 1,100 properties 4.3km of ageing water main being replaced between Cinders and Overton - New pipework will help reduce bursts, low pressure and interruptions - Part of wider plans to cut supply interruptions to 5 minutes by 2030 - Improving resilience for customers while helping protect the River Dee	from July 2026
Phase 2	Gresford Roundabout / A5156 bypass	To address ongoing bursts on ageing main and improve resilience, flow and network performance. Detail needed	TBC
Phase 3	Wrexham ring road	To replace high-risk infrastructure on a strategic section of the network and support future demand in the area. Detail needed	TBC
Phase 4	Erddig Estate / Higher Berse connection	Replacement of a major section of water main supplying a significant number of properties and a key service reservoir. Detail needed.	Completed By March 2029 TBC

We'll contact affected customers in advance with:

- Start dates
- Duration of work
- Key milestones

If anything changes, we'll let you know as early as possible.

What work is happening in Overton?

We're replacing part of the water network between Cinders and Overton to help improve water reliability for local homes and businesses. This means replacing older pipework with new mains designed to provide a more reliable service in the future.

Why is this work needed?

Some customers in and around Overton have experienced bursts, temporary interruptions to supply, low pressure and water quality concerns when supplies have had to be switched. Customers told us they wanted something more permanent than ongoing reactive repairs, so this work is designed to reduce those issues and provide a more reliable service for the long term.

Will there be disruption?

Some disruption is unavoidable while we carry out this work safely. Depending on the location, this may include temporary traffic management, road closures or diversions, and changes to access. We'll always aim to keep disruption to a minimum and maintain access wherever it is safe and practical.

Why does the bridge need to close?

Some parts of the work need to be carried out in locations where space is limited and where it would not be safe to keep traffic moving as normal while work is taking place. This is to protect the safety of the public and our teams, and to allow the work to be completed as efficiently as possible.

How long will the bridge be closed for?

The bridge is due to close from Monday 20th July 2026 and is expected to reopen by Thursday 3rd September 2026. We have worked closely with the highways team to schedule this work during the school summer holidays, helping to minimise disruption for the local community.

Will works take place during term time?

Some works will need to take place during term time due to the scale of the project. Where possible, we will plan activity to **reduce impact during peak school travel times**.

Will the works affect school transport?

Some phases of the work may impact local roads and bus routes, particularly during the planned **Overton Bridge closure**. We are working closely with local authorities and transport providers to minimise disruption and agree suitable diversion routes in advance.

Can you support communication with parents?

Yes—we can provide simple messages for parents, updates you can share through newsletters or apps, and supporting information about routes or closures.

Who agreed the traffic management or closures?

Any traffic management or road closure arrangements are planned as part of the project and put in place only where they are needed for safety and to allow the work to be carried out properly. These arrangements are considered through the relevant highways and permitting requirements. They are not put in place for convenience, and we will always aim to keep disruption as low as possible.

Will I still be able to access my home or property?

Yes—access will be maintained wherever possible. If temporary changes are needed, we will explain clearly what is happening, give as much notice as possible, and work with you if you have specific needs.

How are emergency services, school transport and farm access being managed?

Emergency access, school transport and farm access are all important considerations in the planning of these works. We work with the relevant partners and affected parties to understand local needs and essential journeys in advance, and where temporary changes are needed we will communicate these as clearly and early as possible. If you have a specific concern in any of these areas, please let us know so it can be reviewed.

What about businesses?

Local businesses will remain open as usual. We will do everything we can to ensure access is maintained where it is safe and practicable.

Will customers still be able to reach businesses?

Yes—clear diversion routes and signage will be in place to help customers find their way. Where possible, we'll also support additional signage to highlight that businesses are open.

Will I lose my water supply?

In most cases, your water supply will stay on while we work. If we do need to temporarily turn off your water, we'll let you know in advance wherever possible.

Is my water safe to drink during the works?

Yes—your water remains safe to drink. During the works, you may sometimes notice cloudy water or slight changes in taste or pressure, but this is usually temporary. Running your cold tap for a short time can often help, and if you're concerned, please contact us.

What environmental checks have been done?

Environmental checks and protections form part of how infrastructure works are planned and delivered. The exact surveys or controls can vary depending on the location and type of work, but the project will be carried out in line with the relevant environmental requirements and site-specific measures. If there are confirmed details for a particular phase, we will share those as part of the local information for that area.

Work on hedgerows

Some hedgerow sections need to be removed to provide safe access for machinery to reach the working areas within the fields. All necessary ecological assessments have been completed in advance. To protect wildlife, particularly nesting birds, ecologists have installed protective netting where required to prevent nesting before works begin, ensuring it is safe to proceed.

Once the works are completed, the hedgerows will be reinstated, and the site will be restored to its original condition.

What support is available for vulnerable customers?

If you need extra support during the works, please let us know as early as possible. This could include customers with medical needs, mobility issues, caring responsibilities, or anyone who may find disruption harder to manage. We'll look at individual circumstances carefully and do what we can to support you through the appropriate help available.

What if something goes wrong or I have a concern?

We're here to help. If you have any concerns, please contact us directly and we will log and review your issue. Urgent issues, such as blocked access, will be treated as a priority, and we'll always aim to resolve problems as quickly as possible.

Keeping you informed

We are committed to clear, regular communication throughout the work. This includes advance notice before work begins, regular updates during the project, and clear information about any changes. You can follow the latest updates and see what's coming next at hdcymru.co.uk/visible-Wrexham.

In summary

This investment is about making a real, long-term difference—helping to keep water flowing reliably for your community now and in the future. If you have any questions or need to get in touch, please contact us on 07971 304604 or on communitycomms@hdcymru.co.uk

Got a suggestion for a local charity or community initiative we could support? Let us know how we can support.