

Dartford Crossing Offices  
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Customer Contact Centre: **0300 123 5000**  
**[www.nationalhighways.co.uk](http://www.nationalhighways.co.uk)**

[www.connectplusm25.co.uk](http://www.connectplusm25.co.uk)

Ref: 26AD03

**30 April 2026**

Dear Customer,

### **Drainage maintenance, M25 junction 25 (Waltham Cross) to junction 24 (Potters Bar), Hertfordshire**

Connect Plus Services works on behalf of National Highways and Connect Plus to manage, operate and maintain the M25, its linking roads, and the Dartford-Thurrock River Crossing.

I'm writing to let you know about planned maintenance work on the M25 in Hertfordshire. We'll renew drainage equipment to prevent surface water build-up, reduce flooding risk and improve safety.

To carry out the work safely, **three of four lanes** will be **closed** on the **M25 anticlockwise** carriageway between **junction 25** and **junction 24**:

- from **9pm on Saturday 16 May** to **9am on Sunday 17 May 2026**

One lane will remain open for traffic while this work is underway. If you need to travel between these times, we recommend that you plan ahead and allow more time for journeys. We won't need to close any lanes on the M25 clockwise carriageway to complete this work.

We'll be able to complete the remaining work using lane closures between 10pm and 5am between Tuesday 26 and Friday 29 May.

Please remember that closures can change at short notice. For the latest updates, please visit [www.nationalhighways.co.uk/travel-updates](http://www.nationalhighways.co.uk/travel-updates).

We kindly invite you to take a moment to complete our customer survey by scanning the QR code below. Your feedback is valuable and helps us improve our services.



If you have any further questions, or would like to know more about this work, please contact the National Highways Customer Contact Centre on 0300 123 5000, available 24 hours a day, or via email at [info@nationalhighways.co.uk](mailto:info@nationalhighways.co.uk).

I'd like to thank you for your patience and understanding while this essential work is underway.

Yours faithfully,

**Ben Evans**

Scheme Communications Manager

**For and on behalf of Connect Plus Services**

Balfour Beatty Civil Engineering Limited, registered office: 5 Churchill Place, Canary Wharf, London E14 5HU, registered in England and Wales no. 04482405, an agent of Balfour Beatty Group Limited, registered in England and Wales under company no. 00101073 with registered office address at 5 Churchill Place, Canary Wharf, London E14 5HU

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