

Our Ref: C2587/CT/042a

11 May 2017

Dear Customer

Construction Work in your area – Roker

As you know Northumbrian Water are working in your area. The £8 million scheme to improve the performance and resilience of the sewer network in the Roker, Seaburn and St Peter's areas of Sunderland started early September 2016.

On 3 May 2017 we wrote and advised that work would start on our permanent reinstatements today. Due to unforeseen circumstances, this work is now delayed. We will be in contact in the near future to advise of a revised date for this work.

The site compound on Roker Baths Road, opposite The New Derby public house, includes a Customer Centre; a representative will be on site from 8.30am to 4pm, Monday to Friday. Please feel free to drop by to discuss any queries that may arise.

We hope you appreciate that this work is necessary to improve the existing sewerage system and to reduce the risk of flooding and pollution. We thank you in advance for your patience and cooperation whilst we carry out this essential work.

We often resolve issues more effectively if we can discuss them with you first. If you have any site related issues or concerns during the course of this work, please talk to us about it. You can contact our site team on **0191 377 4500** between 8am and 5pm Monday to Friday. Regular updates are also published via The Portal which can be found by visiting www.nwlcommunityportal.co.uk and following the Sunderland link.

Alternatively, you can contact the Northumbrian Water customer centre on 0345 717 1100 or log onto www.nwl.co.uk to arrange for a call back from the project team.

Yours sincerely

Christine Taylor

Christine Taylor
Customer Service Manager

