

Our Ref: C2587/CT/048

26 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.

Our site team had hoped to finish the resurfacing work by 5pm on Friday 26 May 2017, but due to unforeseen circumstances this is now not going to be possible. We are aware that this is a Bank Holiday weekend and we are keen to allow access to the road over the weekend. Therefore we will open the road for the weekend before returning to complete the resurfacing on Tuesday 30 May 2017. On Tuesday morning, please refrain from parking in the working area as it is today.

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](http://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](http://www.nwl.co.uk) to arrange for a call back from the project team.

Yours sincerely

*Christine Taylor*

Christine Taylor  
**Customer Service Manager**

