

Our Ref: C2587/CT/063a

6 September 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.

We wrote to you on 30 August 2017 advising that work would be carried out on both Sunday 3 September 2017 and Sunday 10 September 2017. Due to unforeseen circumstances, the work on 10 September has been postponed to Sunday 17 September 2017. As previously, the road will be closed on Roker Park Road at the junction with Glenthorpe Avenue (please see attached plan). Work will be between 09:00 and 18:00. A diversion will be in place.

It is inevitable that there will be some disruption in the immediate vicinity, but please be assured that we will do our best to minimise any inconvenience to you. If you envisage any issues or concerns, then please contact us so we can discuss potential solutions.

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.

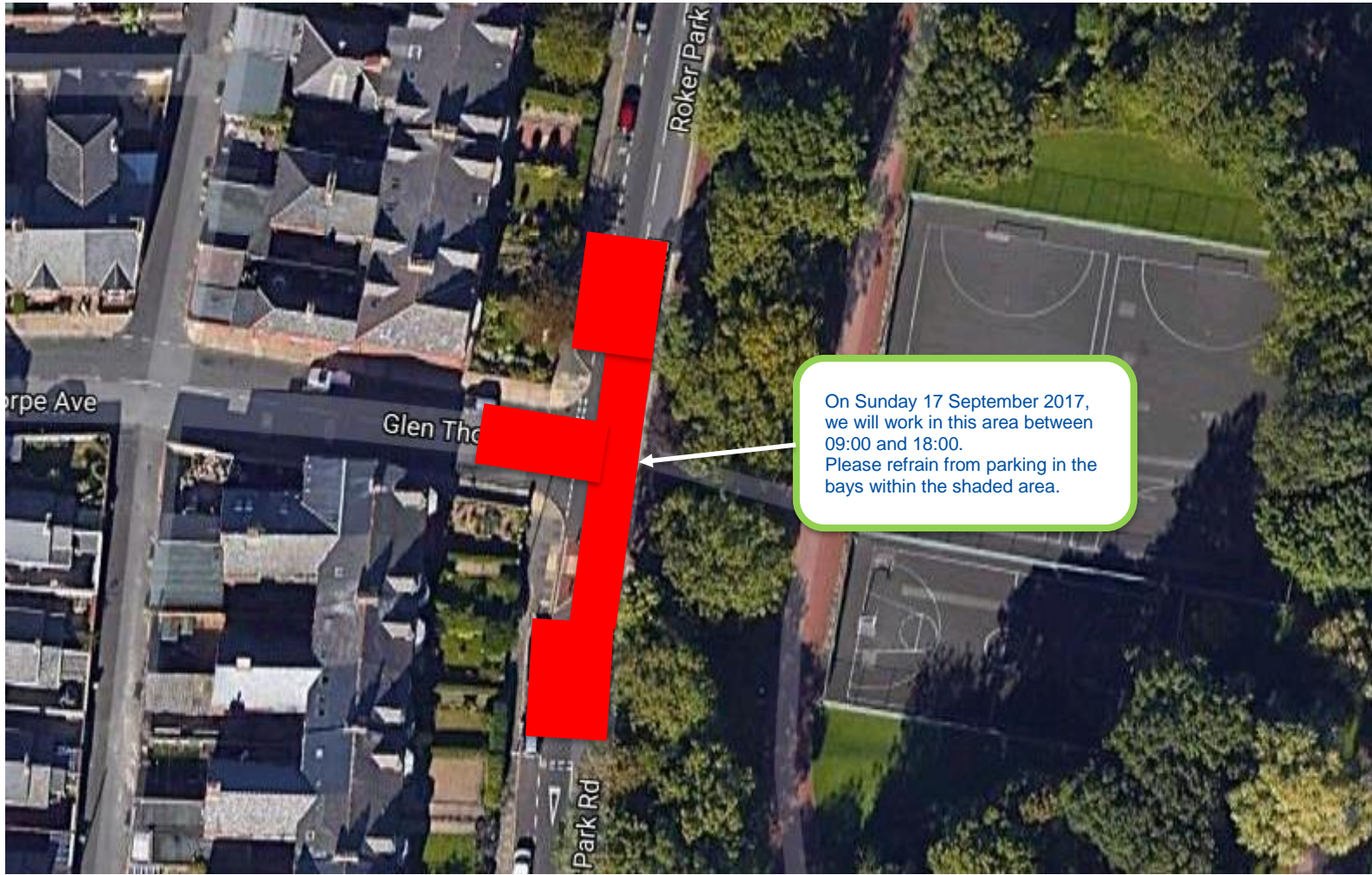
We often resolve issues more effectively if we can discuss them with you first. If you have any site related issues or concerns during the course of this work, please talk to us about it. You can contact our site team on **0191 377 4500** between 8am and 5pm Monday to Friday or by visiting [www.nwlcommunityportal.co.uk](http://www.nwlcommunityportal.co.uk) 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**



On Sunday 17 September 2017,  
we will work in this area between  
09:00 and 18:00.  
Please refrain from parking in the  
bays within the shaded area.