

Our Ref: C2613/CT/005

10 May 2019

Dear Customer

### **Final Stage of Construction Works in Your Area**

As we move into the final stages of our work in the Killingworth Lake area, I am writing to provide an update.

Customers will have received a letter from Northumbrian Water on 26 July 2018, which stated our project would be finished by 30 April 2019. I am writing to apologise as we are still on site carrying out the final reinstatements following our construction work.

Due to finalising the design requirements with our stakeholders, a section of the work was delayed, although we arrived on site on our planned date. Over the next four weeks we will start removing our cabins and fencing, which will reduce our presence in the area. As you may have noticed, we are progressing with our reinstatements.

The revised completion date is now 14 July 2019.

We thank you for your continued patience and cooperation whilst we carry out these essential works.

If you wish to discuss any site related queries, you can contact our site team on **0191 377 4500** between 08:00 and 17:00, Monday to Friday. You can also read regular progress updates on [www.nwlcommunityportal.co.uk](http://www.nwlcommunityportal.co.uk), following the Killingworth and Longbenton link.

Alternatively, you can contact 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 who will contact you to discuss further.

Yours sincerely,



Christine Taylor  
**Customer Service Manager**