Our Ref: Sunderland Road

14 September 2018

Dear Customer

**We’re planning some work in your area.**

We want to let you know about some work we will be doing near your property. The work involves the replacement of a section of water main necessary as a result of highway improvement works the Local Authority intends to undertake in the near future.

We will be renewing approximately 300 metres of water main in the highway in part of **Sunderland Road**, **Gateshead** as shown on the attached drawing. We anticipate the work beginning on **15 October 2018** and we expect to complete the work by **15 March 2019.**

We will maintain access throughout the work and we will make every effort to minimise disruption.

Once the project is underway, Northumbrian Water’s community portal, [www.nwlcommunityportal.co.uk](http://www.nwlcommunityportal.co.uk) will be kept up to date with traffic management information and frequent construction progress updates will be posted. The portal also provides information on what you can expect from us and how we can help you while we work in your area.

If you would like to discuss the scheme with the Project Team please call Customer Contact Centre on 0345 717 1100 to arrange a call back.

Thank you, in advance, for your cooperation and patience while we carry out this vital work.

Yours sincerely

Phil Nixon

Project Manager