Our Ref: SN020/0080

\*\* Oct 2019

Dear Customer

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

You may remember I wrote to you in June with an update on progress of planned work in your area. ESH-Stantec continue to work on behalf of Northumbrian Water developing a solution that will help protect the environment and ensure that the sewer network continues to serve the community effectively.

In my previous letter, I shared with you a plan outlining the proposed alignment. This concept remains unchanged with the construction of a new sewer overflow and large diameter pipework within the playing fields. Enabling works are required to establish access ahead of the major works and site access will be taken from Derwentwater Road. I have enclosed a sketch which shows the extent of these works.

The project team are working towards commencing initial construction during the week commencing **4th November** **of 2019** with an anticipated **four week** duration.

The main works will follow and are planned to commence in **January 2020**,we will be in touch later in the year with more information regarding these works.

You can also find out more information about our project on our community portal at [www.nwlcommunityportal.co.uk](http://www.nwlcommunityportal.co.uk) and following the link to the Johnson Street, Gateshead page. Regular updates will be posted once construction is underway and you will find advice and answers to some frequently asked questions.

If you require any further information or advice please contact our Customer Centre on **0345 717 1100** or visit **www.nwl.co.uk** to request a call back from the project team.

If English is not your first language, please call our customer team and we can arrange for an interpreter to join the call to assist.

You can also follow us on twitter **@nwater\_care** and **@NorthumbrianH2O**.

Yours faithfully



Ian Davison

Project Manager

**Please be aware that bogus callers, people who claim to be employed by Northumbrian Water or ‘the water board’, but who are only interested in stealing from your home, are known to operate in our supply area.**

**All our employees carry official identity cards which we strongly advise you to check before letting anyone into your home. If you are in any doubt about the validity of a caller claiming to be from Northumbrian Water do not let them into your property. Call the police immediately to report this, or our customer centre on 0345 717 1100 to confirm they are genuine.**

**Our employees will not object to waiting outside while you carry out these checks. For extra peace of mind customers can register a password with us – if we need access to your home we will know and use this word.**