Our Ref: SN020/0080

12 June 2019

Dear Customer

**We’re planning some work in your area and are seeking your views**

You may remember I wrote to you in February to advise that ESH-Stantec, working on behalf of Northumbrian Water had commenced a study of the sewer network in the area. We promised to keep you up to date regarding our proposals.

In my previous letter, we provided details of a potential solution that would help protect the environment and ensure that our sewer network continues to serve the community effectively. Further information has come to our attention during our investigations which we have considered and as a result the solution outlined in February is no longer viable. An alternative is now under review.

I want to share the new proposal with you to understand your views about this alternative. This will allow us to agree how we can minimise any disruption that you and your community may experience once the work is underway.

The concept remains unchanged however the layout of the pipelines has been altered. We are now proposing the construction of a new sewer overflow, fitted with large screens, and associated pipe work. This work will be undertaken within the football playing fields with the pipe work being installed by a tunnelling machine. We are hoping to take access to the site from Derwentwater Road. Site clearance will be necessary and the works within Johnson Street will require a temporary road closure.

I have enclosed a sketch which shows the new layout and the areas where we are considering working.

The project team are working towards commencing the construction work in the **Autumn of 2019.**

I will continue to keep you up to date with our plans for this essential work. 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 and you will find advice and answers to some frequently asked questions.

We will write to you again when we have taken into consideration your feedback and finalised our proposal. We aim to hold a customer information event later in the year and will contact you about this in advance of our works taking place.

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.**