

Our Ref: 2989 - Footpath under Framwellgate Bridge

30 August 2019

Dear Customer

Esh House,
Bowburn North Industrial Estate,
Bowburn, Durham, DH6 5PF

0191 377 4570

Sewer works in your area - Durham

Northumbrian Water is committed to providing a high quality of service to its customers throughout the region and is investing millions of pounds to upgrade and maintain the sewerage network.

You may remember Esh-Stantec in partnership with Northumbrian Water carrying out remedial work to the sewerage network in your area earlier this year.

In April 2019, we repaired a collapsed sewer in the footpath by the river. This enabled an inspection of the sewer which identified further problems that also need to be repaired. We will be returning to complete these further repairs on Monday 9 September 2019. The work is expected to be complete within four weeks, subject to working conditions and the footpath (highlighted on the attached plan) will be closed for the duration of the work.

When we last visited, we set up a storage area on Framwellgate Bridge. When we return, this will not be necessary, and all access will be via the Prebends Bridge side.

If you envisage any issues or concerns, please contact us so we can discuss potential solutions with you.

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

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 customer team on **0191 3774500** between 08.00 and 17.00 Monday to Friday. Outside of these hours, we can be contacted on **07890111222**.

Yours sincerely



Christine Taylor
Framework Customer Service Manager, Esh-Stantec

