

Our Ref: 3116 – 014 - Prudhoe Street, Alnwick

18 October 2019

Dear Customer

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

0191 377 4570

**Sewer works in your area - Alnwick**

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.

Esh-Stantec, working in partnership with Northumbrian Water will be carrying out remedial works in Prudhoe Street, Alnwick from Monday 28 October 2019 (please see highlighted area on the attached plan). The work is expected to be completed within 5 working days to coincide with half term. There will be a road closure in place while we complete the work. Residents will be able to access the street, with small working areas within the highlighted area.

Bin collections will be as normal, if the bin wagon is unable to access its usual route, the site team will ensure that they are moved to a better location for emptying.

Your water supply will not be affected by our works.

Normal working hours are Monday to Friday between 08:00 and 17:00 and we do not expect any evening or weekend work.

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

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

