**Our Ref: SN018/0063**

**19 October 2022**

Dear Customer

**Work in your area**

Further to our previous letters last year and the Customer Event that was held in December, we would like to remind you of the work we are planning in your area and update you on our construction plans.

Our Supply Partner, Mott MacDonald Bentley will upgrade work on the sewer network at Aislaby Road, Eaglescliffe. This essential work will ensure that the sewer network continues to serve the community effectively.

This work will include the construction of a new pumped combined sewer main from Aislaby Road Pumping Station, next to the River Tees, up to Allens West Railway Station. This pipe is to replace an existing one that is reaching the end of its operational life.

Subject to agreement with landowners, we plan to start construction work in November and expect the work to take up to 12 months to complete. However, as with all large-scale construction projects, unexpected delays can sometimes occur.

Most of the pipeline route is within fields and grassed areas, with a section of the pipeline being constructed by crossing the A67 and Aislaby Road. To help minimise traffic disruption we will be using trenchless construction. This involves digging chambers either side of the road and feeding the pipe through beneath the highway to avoid working in the road itself. We will liaise closely with Stockton Borough Council to ensure that the necessary notices are provided.

You can find out more information about our project on our Community Portal at [www.nwlcommunityportal.co.uk](http://www.nwlcommunityportal.co.uk) and follow the link to the Aislaby Road Rising Main. Once our works are underway regular updates will be posted here.

As always, we would welcome your views and any comments you may have regarding the planned work.

If you would like to speak to a member of our Project Team, you can telephone our Customer Contact Centre on **0345 717 1100**, tweet us @nwater\_care or contact us via our community portal. Whichever way is best, we’d really like to hear from you.

Yours sincerely

P Greenan

**Peter Greenan**

**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.***