**Our Ref: SN018/0063**

**18 February 2022**

Dear Customer

**Sewer Improvement work in your area**

You may remember that we wrote to you last year about work we are planning to carry out on the sewer network in your area and we would like to provide you with an update about our plans.

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

This work will include the construction of a new sewer pipe from Aislaby Road Pumping Station - next to the River Tees - to Allens West Railway Station. The new sewer pipe will replace the existing sewer pipe which has come to the end of its serviceable lifespan.

Subject to final business approval, we plan to start construction work from March 2022 and expect the work to take up to 12 months. As with all large-scale construction projects unexpected delays can sometimes occur and if they do we will let you know.

The route of the new sewer pipe is mainly in fields and grassed areas; however, we need to cross the Aislaby Road and the A67 and to minimise any traffic disruption we will be using trenchless methods of working. We are also liaising closely with Stockton Borough Council to ensure that the required traffic 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 page. This will provide you with further information and answers to some frequently asked questions and is a great way to interact with our project team. We’ll also be posting regular updates on the portal as the work progresses.

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



**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.**