

Our Ref: SN018/0063

3<sup>rd</sup> July 2023

Dear Customer

### Update on work in your area



Further to our recent correspondence, we wanted to let you know about changes to our working hours while we carry out the next section of pipeline adjacent to Lartington Way and Langdon Way.

With the aim of reducing our current program, we will be extending our working hours from 7.30am until 6pm, Monday to Friday. To keep noise disruption to a minimum, we would like to reassure you that machinery will not be started up until 8am however, you may notice the site team preparing for the day before this time. If you do require any assistance our site team will be happy to help you.

We will be posting regular updates on our Community Portal which will include this kind of information. You can visit this page at [www.nwlcommunityportal.co.uk](http://www.nwlcommunityportal.co.uk) and follow the link to the Aislaby Road Rising Main, or by scanning the QR code at the top of the page.

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.

Yours sincerely

A handwritten signature in cursive script that reads '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.***