**Our Ref: SN018/0063** 

Dear Customer

**Work in your area**

Further to our previous letter in October 2022 we would like to update you on our current construction programme for the planned replacement of the sewer pipe and inform you of a second customer event that is planned for Wednesday 1st March.

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

This work includes 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 is to replace an existing pipe that is reaching the end of its effective life.

Construction work started in December last Year at Aislaby Road and is expected to take approximately 11 months to complete, however, as with all large-scale construction projects, unexpected delays can sometimes occur.

Construction work in the grassed area of Lartington Way is planned to start in late March. This work will include stripping the grass and topsoil, laying stone and establishing a site setup including cabins and a generator.

We are planning another customer event so you can view and discuss our plans on **Wednesday 1st March** at **The Eagle Inn, Eaglescliffe, Yarm, Stockton-on-Tees, TS16 0NA** between **3pm and 6pm**.

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. Regular works updates are regularly posted here. You can also access this page following the QR code detailed above.

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



**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.**