ESH –MWH

Esh House

Bowburn North Ind. Estate

Bowburn

Durham

DH6 5PF

Our Ref: C2581/CT/010

3 May 2017

Dear Customer

**Construction Work in your area – West Brunton Farm**

As you will be aware Northumbrian Water are working in your area to upgrade the sewer network in West Brunton Farm.

On Thursday 11 May 2017 we are scheduled to start work on installing pipes across Brunton Lane. Access wil be maintained, however the carriageway will be narrower than usual. There will be a priority give way system in place which may lead to slight delays. The work is expected to take a maximum of 4 days.

The easiest way to check on progress of the work is by using the Portal. You can access the Portal by visiting [**www.nwlcommunityportal.co.uk**](http://www.nwlcommunityportal.co.uk) and following the West Brunton Farm link. Please refer here for any further updates.

While work is ongoing, it is inevitable that there will be some disruption in the immediate vicinity, but please be assured that we will do our best to minimise any inconvenience to you. If you envisage any issues or concerns then please contact us so we can discuss potential solutions.

The site compound is on West Brunton Farm and a representative will be on site from 8.30am to 4pm, Monday to Friday. Please feel free to drop by to discuss any queries that may arise.

We thank you for your continued patience and cooperation whilst we carry out this essential work.

We often resolve issues more effectively if we can discuss them with you first. If you have any site related issues or concerns during the course of this work, please talk to us about it. You can contact our site team on **0191 377 4500** between 8am and 5pm Monday to Friday or by visiting the Portal.

Alternatively, you can contact the Northumbrian Water customer centre on 0345 717 1100 or log onto [**www.nwl.co.uk**](http://www.nwl.co.uk) to arrange for a call back from the project team.

Yours sincerely

Christine Taylor

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**Customer Service Manager**