

Our Ref: SN019/0170 Cone Terrace

1 November 2019

Dear Customer,

Pipe Bridge Sewer Diversion and Chester Burn Improvement Work

You may remember we wrote to you in July 2019 to let you know that we were starting a project, alongside our supply partner, Esh-Stantec, to divert a sewer in your area as part of the wider Chester Burn improvement work which is being carried out by Durham County Council. The work started on 29 July 2019.

We advised in our letter that the work would be completed by the end of November 2019, and we are delighted to say that due to the hard work of the site team we have finished sooner than expected.

The compound and fencing have now been removed, and the hawthorn bushes will be replanted over the next 8 weeks.

What will happen next:

- Our team will return in the Spring to seed and to level the areas if required.

Our community portal will remain in place until next Spring, for customers to continue talking to us. Customers can contact us anytime at www.nwlcommunityportal.co.uk following the link to the **Cone Terrace** page.

We would like to take this opportunity to say thank you to our customers for your patience and support throughout this work.

If you have any questions relating to this work, please do not hesitate to call our customer centre on 0345 717 1100 or log onto www.nwl.co.uk to arrange a call back or visit from me. If English is not your first language our customer team can arrange for an interpreter to join the call to assist.

You can also follow us on twitter @nwatercare and @NorthumbrianH20.

Yours sincerely



Colin Short
Project Manager

Please be aware that bogus callers and people who claim to be employed by Northumbrian Water or 'the water board' are known to operate in our supply area. These people are often only interested in stealing from your home.

All our employees and official contractors carry identity cards which we strongly advise you to check before letting anyone into your home. For extra peace of mind, you can also pre-register a password with us so if we ever need access to your home we will know and use this word.

If you are in any doubt about the validity of any caller do not let them into your home. Call the police immediately to report this, or our customer centre on 0345 717 1100 to confirm they are genuine. Our employees and contractors will not object to waiting outside while you carry out these checks.