

Our Ref: C2746/CT/017

17 April 2018

Dear Customer

Construction Works in your area – Murton

As you may be aware Northumbrian Water are working in your area. The £2 million scheme to upgrade the sewer network to reduce the risk of flooding started in July 2017.

Work is continuing in Stephens Road and tomorrow we will complete reinstatements part the way along the road. The fencing will then be moved further along the road so we can complete the work in Stephens Road. Work is also ramping up elsewhere, as you will have noticed, we are moving along Wellfield Road and at the same time, removing the temporary access track that was installed behind Wetherburn Avenue. Removing the temporary access track, may result in an increase in site traffic and potentially a little more dirt on the roads. Although, rest assured, the site team are doing their best to keep on top of this. Please see the plan overleaf for more accurate depiction of where work is currently ongoing.

We hope you appreciate that this work is necessary to improve the existing sewerage system and to reduce the risk of flooding. We thank you in advance for your patience and cooperation whilst we carry out these essential works.

Issues are often resolved 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 08.00 and 17.00 or by visiting www.nwlcommunityportal.co.uk and following the Murton link.

Alternatively, you can contact the Northumbrian Water customer centre on 0345 717 1100 or log onto www.nwl.co.uk to arrange for a call back from the project team who will contact you to discuss further.

Yours Sincerely

Christine Taylor

Christine Taylor
Customer Service Manager



Location of reinstatements on 18 April 2018

Working are from Wednesday 18 April 2018

Current working location on Wellfield Road