Our Ref: SN015/0119/2

13 January 2017

Dear Customer

You may remember that we wrote to you in October to let you know about some work we were undertaking in the Woods Terrace area to investigate the opportunities available to us to reduce the risk of sewer flooding. We promised to keep you up to date with regard to our proposals.

Together with our supply partner, ESH-MWH, we plan to carry out over £1 million of investment work between **Monday 6 February 2017** and **Friday 31 July 2017**. This essential work will include the installation of a new section of sewer pipe in the area to the rear of Woods Terrace.

We are working closely with Durham County Council to make sure any disruption is kept to a minimum. As an alternative to the customer information event mentioned in our previous letter, our site team will now approach customers in advance who are likely to be directly affected by our work. Additionally, we will ensure regular bin collections are not disrupted.

Typical working hours will be Monday to Friday, between 8.00am and 6.00pm. We may also be working between 8.00am and 6.00pm on weekends to make sure we complete this work as quickly as possible and minimise any disruption.

Please be aware that the dates and progress of our works are subject to weather and site conditions.

During this work, construction traffic will need access to all working areas and to our temporary site compound which will be located in the grassed area to the rear of Woods Terrace.

We have enclosed a plan which shows where we will be working. Please take some time to familiarize yourself with our working areas.

You can also find out more information about our project and regular updates on our community portal at [www.nwlcommunityportal.co.uk](http://www.nwlcommunityportal.co.uk) and following the link to the Murton page.

If you require any further information or advice please contact our Customer Centre on **0345 717 1100** or visit **www.nwl.co.uk** to request a call back from the project team.

If English is not your first language, please call our customer team and we can arrange for an interpreter to join the call to assist.

Yours sincerely



Graham Watson

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.**