

Our Ref: C2746/CT/006

6 November 2017

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 on 17 July 2017.

On Monday 13 November 2017, we start working on the lane to the north of Stephens Road. It will be necessary to close this road at the location indicated on the attached plan for up to two weeks. Diversions will be in place.

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.

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 08.00 and 17.00 or by visiting [www.nwlcommunityportal.co.uk](http://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](http://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 works from  
13 November 2017