

24th April 2023



Dear Customer,

Information about investigation work in your area

As part of the Northumbria Integrated Drainage Partnership (NIDP), Northumbrian Water, Durham County Council and the Environment Agency are working with communities to proactively reduce the risk of flooding to homes and businesses and protect the environment. We are investigating proposals to reduce flood risk in the area and require survey work and ground investigation for this purpose.

To help us better understand our wastewater network and how this interacts with the surrounding area, over the past two months our contract partners have been carrying out manhole and topographic surveys in your area. The topographic surveys include obtaining detailed levels of the surrounding land, some of which may include areas of your garden / land. The manhole surveys involve opening manhole covers and obtaining levels / details of the sewers and chamber itself.

The next phase of our investigations includes ground investigation work so you will continue to see us working in your area over the coming months. If your property will be impacted by our work our partners Esh Stantec will contact you directly.

Employees of NIDP partners will not require access into your home If you require any further information or advice, now or during the work, or have any access issues you think we should be aware of please contact our Customer Centre on **0345 717 1100** to request a call back from the Project Team.

You can find out more information about our project on the Northumbrian Water Community Portal at www.nwlcommunityportal.co.uk or follow the QR code at the top of this letter.

Yours sincerely,



Elaine Smith
NWL Project Manager



Brian Wetherall
Durham County Council Flood Risk 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.