**Our Ref: Ferryhill/BH01**

**13 September 2019**

Dear Customer

**Improvement work to upgrade the water network in your area**

Northumbrian Water is working to upgrade water mains in your area to make sure you continue to receive excellent quality tap water in the future.

We want to let you know details of essential work we will be carrying out in Ferryhill to renew 11,500 metres of cast iron water mains with new plastic water mains.

Our experienced contractors, Fastflow Pipeline Services will be carrying out this work on our behalf. This will involve the construction of a new water main from Ferryhill Service Reservoir along the main road past the junction of Wood Lane all the way through to Chilton Lane. Work will begin on **Monday 30 September 2019** and we expect to complete by **September 2020.**

During the above period it will be necessary to install a rolling series of temporary traffic lights from the Service reservoir all the way through to Chilton Lane as our works progress.

To find out more about the work and/or to discuss the scheme in more detail, we invite you to join our project team on **Wednesday 25** **September** **2019** at **Mainsforth Community Centre, Ferryhill, DL17 0AG** between **3:30pm and 7pm.**

I’d like to take this opportunity to thank you for your patience and understanding in advance of this essential work and please be assured that we’ll do everything we can to minimise disruption.

You can find out more information about the project and receive regular updates whilst works are in progress at [www.nwlcommunityportal.co.uk](http://www.nwlcommunityportal.co.uk) following the link to the **Ferryhill** page.

Alternatively, you can telephone our customer contact centre on **0345 717 1100** or tweet us @nwater\_care to speak to a member of our Project Team. Whichever way is best, we’d really like to hear from you.

Yours faithfully

Brian Hardy

**Brian Hardy**

**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.**