

Our Ref: SN020/0208

16 November 2020

Dear Customer

We're planning some work in your area and are seeking your views

We are currently undertaking a study of the sewer network in your area and want to keep you informed about our investigations and the work we are considering in the vicinity of Bates Avenue.

We want to share our proposals with you to understand your views about this work and how we can minimise any disruption you and your community may experience once the work is underway.

The study is underway and we have identified a potential solution to improve the performance of the sewer network in Blyth. We are investigating the construction of a new sewer overflow with associated large diameter pipe work. This work will be undertaken within the vicinity of Northumbrian Water's Bates Sewage Pumping Station located near Crawford Street.

Our initial work, taking place in late November 2020, will involve undertaking surveys to collect ground level data as well as collecting data on ground conditions. You may see Northumbrian Water and our partner, Mott MacDonald Bentley about in your area. Please be assured that your water supply will not be affected by this work.

In the current climate, the timings of this work cannot be guaranteed however, be assured that we will continue to monitor Government guidance and we are committed to the safeguarding and wellbeing of our employees, contractors and our customers.

You can also find out more information about our project and a map of the area we propose to install the sewer on our community portal at www.nwlcommunityportal.co.uk and following the link to the Blyth-Bates Avenue page. Once underway regular updates will be posted.

We will write to you again when we have taken into consideration any feedback and finalised our proposal.

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.

You can also follow us on twitter [@nwater_care](#) and [@NorthumbrianH2O](#).

Yours faithfully

Chris Bond

Chris Bond
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.