

Our Ref: ST020/0187

5 October 2020

Dear Customer

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

We are planning to undertake upgrade work at Rothbury Sewage Treatment Works. This essential work will ensure that the sewer network and treatment facility continues to serve the community effectively.

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 Sewage Treatment Works is located on the eastern periphery of the villages accessed off Mill Lane. This work comprises the construction of new primary tanks and tertiary treatment units along with remedial works to existing onsite assets.

We anticipate that our work will take up to **18 Months** to complete however, as with all large scale construction projects, unexpected delays can sometimes occur. We anticipate works getting underway in the Spring of 2021.

Given that the treatment works is remote to the village, I would expect minimal disruption as all construction work will be confined to the site. 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 on our community portal at [www.nwlcommunityportal.co.uk](http://www.nwlcommunityportal.co.uk) and following the link to the Rothbury Sewage Treatment Works page. Once underway regular updates will be posted.

We will write to you again when we have taken into consideration your 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

*I Dawson*

Ian Davison  
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.**