

**Our Ref: Sherburn STW Compliance ST018/0194**

**15<sup>th</sup> September 2022**

To Owner/Occupier



**Information on work in your area**

We have previously sent letters to customers, as well as holding customer events in the area, and updating our community portal. We are aware that as new properties in the area have become populated, you may well have missed the opportunity to gain an understanding of our essential work, to improve the performance and flexibility of our wastewater network and wastewater treatment works in the Pitlington and Sherburn areas of County Durham.

As part of the £11 million scheme, our work will help improve the water quality of the Coalford and Sherburn Becks, as well as the watercourses downstream. These works include construction of a pumping station at our site at Pitlington, installing a 3.5km pipe between Pitlington and Sherburn, and upgrading our wastewater treatment works at Sherburn.

The scheme will last around 18 months and while we are not planning to complete any work close to your property, if you are going to be affected we will let you know. During this time you may see Northumbrian Water, and our contractors, Mott Macdonald Bentley (MMB), out and about in your area. We may have to dig some holes and use temporary traffic lights at certain locations during this time.

From Friday 16 September, we will be accessing the field adjacent to Latimer Way to start preparation for the installation of the new pipe. We anticipate actively working in this area for up to 12 weeks with the caveat that unexpected delays can occur and we will let you know if our timescales change. Reinstatement work is due to commence towards the end of the project.

Your water and sewerage services will not be affected and employees from Northumbrian Water and MMB will **not** require access into your home at any time during the work.

You can find out more information about our project on our community portal at [www.nwlcommunityportal.co.uk](http://www.nwlcommunityportal.co.uk) and follow the Sherburn upgrade page or use the QR code at the top of this letter. Once our works underway, regular updates will be posted.

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

Yours sincerely

*Dean Thompson*

**Dean Thompson**  
**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.**