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

**12 July 2022**

To Owner/Occupier

**We are commencing some work in your area**

We wrote to residents in your area in November 2020, March 2021 and again in April 2022, as well as holding customer events in April and May 2022 at Sherburn Community Centre and Pittington Village Hall. This was to explain our essential work to improve the performance and flexibility of our wastewater network and wastewater treatment works in the Pittington and Sherburn areas of County Durham, and understand your views and how we can minimise any disruption you and your community may experience throughout.

Starting on the 18 July 2022, as part of the £11 million scheme, we will start work to 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 Pittington, installing a 3.5km pipe between Pittington and Sherburn, and upgrading our wastewater treatment works at Sherburn.

The scheme will last around 18 months, however please be assured that there will be limited, if any, work completed close to customers’ properties during this time, but 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.

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.**