

Our Ref: SN018/0068

4 December 2020

Dear Customer

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

We are planning to undertake first time rural sewerage works in the Castlehills farm vicinity. This work is required to help protect the environment and ensure that sewer networks continue 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.

This work comprises the construction of new pumping station and rising main (pumped sewer) along with remedial works to the existing private drain which will subsequently be adopted as a public asset. The pumping station will be constructed in the location of the old laundry tank at the junction of the access road to Castle Hills House with the unmetalled access track serving the cottages. Currently the rising main is routed within the lower half of the unmetalled track before entering the fields to the east following the hedgerow before connecting into the existing network on Castle Terrace adjacent to Castle Hill Cottage.

We anticipate that our work will take up to **8 Months** to complete however, as with all construction projects, unexpected delays can sometimes occur. We anticipate works getting underway in the late Spring of 2021.

Given the ongoing COVID situation, the timings of this work cannot be guaranteed however, be assured that once onsite we will continue to monitor Government guidance and are committed to the safeguarding and wellbeing of our employees, contractors and customers.

You can also find out more information about our project on our community portal at www.nwlcommunityportal.co.uk and following the link to the Castle Hills Sewer 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](https://twitter.com/nwater_care) and [@NorthumbrianH2O](https://twitter.com/NorthumbrianH2O).

Yours faithfully



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.