

Our Ref: ST021/0182

8 February 2022

Dear Customer

We're planning some work in your area

I'm writing to let you know about some essential work we are planning to carry out within our Crookhall Sewage Treatment Works (STW), which is located around 800 meters to the east of Main Street.

Our work in Crookhall is part of the wider Water Industry National Environmental Programme (WINEP). It will ensure we continue in our drive to remove phosphorous from the region's waterways to further enhance river water quality.

The work will be carried out by our construction partner, **Mott MacDonald Bentley (MMB)** as part of a £1.7 million investment programme. Work will commence on **21 February 2022** and will be substantially complete by **4 October 2022**. Working hours will generally be between **8am and 5pm, Monday to Friday**. We do not anticipate that weekend working will be required.

Our initial activity will comprise of general ground works and as work progresses, we will be taking delivery of chemical dosing kiosks which will be installed within our works.

While our work is fairly remote from the village (and it is therefore unlikely you will be directly disturbed by it), you are likely to see an increase in vehicular movement both in and out of the STW as our works progress.

Please be aware that your water and wastewater services will not be interrupted while this work is in progress.

We are working closely with our construction partner to make sure that any disruption is kept to a minimum. If you are going to be directly affected by our work, we will let you know in advance.

You can find out more information about our project on our community portal at www.nwlcommunityportal.co.uk and following the link to the 'Crookhall Sewage Treatment Works – WINEP Phosphorous Removal' page. Regular updates will be posted there and you will find advice and answers to some frequently asked questions. We have also included the booklet 'Our guiding principles' at the following link;

<https://nwlcommunityportal.co.uk/Themes/NWL/downloads/Guidingprinciples.pdf>

If you would like to speak to a member of our Project Team, or would like to learn more about our work, please get in touch with our customer contact centre on **0345 717 1100**.

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**.

Finally, we would like to thank you in advance for your patience and understanding while we carry out this essential work.

Yours faithfully

Charles Harman
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.