Our Ref: ST022/0227

21 October 2022

Dear Customer

**Yarrow Moor Cesspit Construction**

You may remember that I wrote to you in June 2022 advising that to address the ongoing septic tank issues we were intending to install a cesspit and were hoping to get that work underway in the Autumn of 2022.

I can confirm that the £400,000 of improvement work will commence on **14 November 2022.**

This construction work will comprise the installation of a prefabricated cesspit adjacent to the car park off the dam road, a new foul sewer will intercept the existing septic tank flows and transfer the effluent to the cesspit. Limited separation of existing property drainage will be undertaken, if you are going to be directly affected by the separation work, our site team will contact you in advance. To aid future maintenance an off road compound will be constructed to ensure small tankers can take direct access to the draw down point. The work will also include the abandonment of the existing septic tanks.

I have enclosed a schematic which shows the areas that we propose to be working in. We anticipate that our work will take up to **4 Months** to completehowever, as with all construction projects, unexpected delays can sometimes occur

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 Kielder Septic tank page. Once underway regular updates will be posted.

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



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.**