Our Ref: ST022/0227

30 May 2022

Dear Customer

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

Northumbrian Water have an investigation into sewage disposal provision for Yarrow Moor ongoing and want to keep you informed about our investigations and the work we are considering implementing.

We want to share our proposals with you to understand your views about this work and how we can minimise any disruption you may experience once the work is underway.

To address the ongoing issues with septic tank discharge the work comprises the installation of a prefabricated cesspit, the separation of existing property drainage rerouting foul water to the cesspit and surface water to a newly constructed soakaway. A small GRP kiosk to house level control and telemetry equipment, a new power supply and communication cabling. Improved maintenance access with a new truckpave road and the abandonment of the four existing septic tanks.

We anticipate that our work will take up to **4 Months** to completehowever, as with all construction projects, unexpected delays can sometimes occur.We anticipate works getting underway in the late Autumn of 2022.

I have enclosed a plan which shows the areas that we propose to be working in. Once we are on site, if you are going to be directly affected by our work, our site team will contact you in advance.

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.

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** 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.**