**Our Ref: SN019/0136**

**5 October 2018**

Dear Customer

**Ashington Rainwise - We are investigating our sewerage network in Ashington.**

I wanted to let you know that project formally known as Ashington Communty Action Plan (CAP) has now become part of the Rainwise initiative. I am pleased to report that we have concluded our investigation looking into opportunities to make the Ashington sewerage catchment more Rainwise.

We have reviewed the initial conclusions from the Ashington study and have identified the areas in the catchment were our effort should be focused to reduce flood risk. This would mean modifying the sewer network to ensure less rainfall enters the system which in turn will reduce the likelihood of flooding as well as pollution to water courses. The project has been re-launched, you may have observed an increase in our activity in the town over the last few weeks. My project team are currently working on solutions in three areas **North Seaton Road**, **Seventh, Eight & Ninth Rows** and the **Northumberland Close** vicinity**.**

Our partners Mott MacDonald Bentley (MMB) have already undertake surveys and the next stage will be further investigations which will allow the engineering team to assess the soil conditions where the flood reduction works are proposed. The ground investigation work will be undertaken week commencing **Monday** **15 October 2018**.

A small mounted tripod rig will be towed to site and assembled, two or three boreholes can be undertaken in a day. The disturbance is minimal and upon completion the bore holes will be reinstated back to the original condition. A plan showing the borehole locations is attached.

Please be assured that we will do everything we can to carry out this work quickly and minimise any disruption. Your water supply will not be affected.

You can find out more information about our project and receive regular updates while works are in progress, by visiting our community portal at [**www.nwlcommunityportal.co.uk**](http://www.nwlcommunityportal.co.uk)and following the link to the Ashington Rainwise page.

For more information about our Rainwise initiative and how you can get involved, see [**www.nwl.co.uk/rainwise**](http://www.nwl.co.uk/rainwise)**.**

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 sincerely



**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.