

Our Ref: SN019/0136

17 November 2019

Dear Customer

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

Northumbrian Water is working with communities to manage the amount of rainwater that enters the sewer network as part of our surface water management programme 'Rainwise'. This will help to reduce the risk of flooding to homes and businesses now, and in the future, and protect our environment from pollution.

We have completed our initial investigation into flood risk within the Ashington catchment and have identified three opportunities to carry out work to reduce flood risk in the following areas:

North Seaton Road.

In North Seaton Road approximately 500m of sewer pipe is being considered in the vicinity of the Arch Workshops, which will include upsizing the sewer to provide additional capacity. Lane closures will be required to construct these works.

Morpeth Road, Seventh, Eight & Ninth Rows.

On Morpeth Road Seventh, Eighth & Ninth Rows, we're assessing the installation of a new surface water sewer, to help take pressure off the existing combined sewer. Road closures will be required to complete this work

Highmarket (rear).

We're looking at installing an underground sewer to store storm water and carrying out some associated pipe work at Highmarket. Road closures would be required to complete this work.

I have enclosed plans which show the areas that we propose to be working in. These works are expected to start in **April 2019**. 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 are invited to find out more about the project and to have your say at a drop-in session on Tuesday 4 December 2018 on the ground floor of the Library at Ashington Leisure Centre between 2.00pm and 7.00pm.

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 Ashington Rainwise page. Regular updates will be posted and you will find advice and answers to some frequently asked questions.

We will write to you again when we have taken into consideration your feedback and finalised the 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.