

Our Ref: SN023/0254

28 May 2024



Dear Customer

Moor Crescent Environmental Improvement Project

I wrote to you in October 2023 seeking your views and advising that we plan to undertake an environmental improvement project in the Moor Crescent and Barnard Avenue vicinity. This work will help protect the environment and ensure that our sewer network continues to serve the community effectively.

I can confirm that the improvement work is planned to commence on **10th June 2024**.

Our supply partner **Esh/Stantec** will undertake this construction work. This work will comprise

- Moor Crescent – Installation of a 1050mm diameter tank sewer with associated network alteration.
- Moor Crescent – Surface Water separation of Ludworth Primary school drainage.
- Moor Crescent - New surface water carrier sewer including the interception of existing surface water network serving Moor Crescent with disposal to watercourse via the outfall.
- Barnard Avenue - New surface water carrier sewer and interception of the existing surface water network, discharging the surface water to the watercourse via existing outfall

I have enclosed a schematic which shows the working areas. We anticipate that our work will take up to **9 Months** with completion anticipated in **February 2025** however, as with all civil engineering construction projects, unexpected delays can sometimes occur. I would like to thank you in advance for your cooperation while we complete this essential work

You can also find out more information about our project on our community portal at <https://nwlcommunityportal.co.uk> following the link to the “Storm Overflows Environmental Improvements” page. You can also access the page by scanning the QR code at the top of this letter. Once underway regular updates will be posted also on these pages are Frequently Asked Question’s (FAQ’s) relating to sewer installation projects of this nature.

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

A handwritten signature in cursive script that reads "Ian Davison".

Ian Davison
Project Manager