Our Ref: SN023/0254

26 July 2024



Dear Customer

**Pithouse Lane 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 Pithouse Lane 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 **12th August 2024.**

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

* Abandonment of the existing overflow within the highway and repurposing of the overflow sewer to transfer combined flow to the new screened storm overflow to be constructed within the field.
* Construction of new screened storm overflow with associated network alteration to direct flow into the new asset and out to the adjacent system.

I have enclosed a schematic which shows the working areas*.* We anticipate that our work will take up to **5 Months** with completion anticipated in **December 2024** however, as with all civil engineering construction projects, unexpected delays can sometimes occur. I would like to thank you for 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



Ian Davison

Project Manager