Our Ref: SN023/0254

02 November 2023



Dear Customer

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

Northumbrian Water have an investigation underway into sewage network performance in Bishop Auckland and want to keep you informed about our investigations and the work we are considering implementing. The work undertaken to date has identified a potential solution to help protect the environment and ensure that our sewer network continues to serve the community effectively.

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.

These works are proposed to reduce Storm Overflow spill frequency. Surface water removal is proposed in two locations along Etherley Lane. I have enclosed a schematic 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 may also notice our trusted partners, ESH Stantec carrying out surveys in the area.

There are several Storm Overflow outputs in this project the programme is yet to be fixed, however, we anticipate undertaking these works between April 24 and March 25. Once underway we would anticipate that our work will take up to **5 Months** to complete,as with all construction projects, unexpected delays can sometimes occur.We will provide further programming information in due course.

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 via the QR code at the top of this letter. 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.**