

Our Ref: ST022/0212

14th February 2024

Dear Customer



We're planning some work in your area

At Northumbrian Water, looking after the environment is one of our top priorities. As part of this commitment, we are working with our supply partner, Mott MacDonald Bentley (MMB) to undertake upgrade work at Aldbrough Sewage Treatment Works (STW) to improve the performance of our wastewater treatment. This essential work will help to improve water quality and ensure that the treatment facility continues to serve the community effectively.

Work is due to commence from **26 February 2024** and will last for approximately **12 months**. However, as with all construction projects, unexpected delays can sometimes occur.

This work will require the use of heavy vehicles and it's likely that you will notice an increase in construction traffic and site activity whilst our work is in progress. To avoid bringing heavy vehicles through the village, we intend to direct all construction traffic in and out of the site to the road direct from the works to the B6275. Due to the restricted nature of the road, localised traffic management will be required for short periods during our work, to allow us to safely manage larger deliveries of plant and equipment to and from site.

Please be aware that your water and sewerage services will not be affected during the work.

You can find out more information about our project on our community portal by scanning the QR code at the top of the page. Alternatively, please visit www.nwlcommunityportal.co.uk and follow the link to the Aldbrough St John STW page. Once our work is underway regular updates will be posted.

If you would like to speak to a member of our Project Team, you can telephone our customer contact centre on **0345 717 1100**, tweet us **@nwater_care** or contact us via our community portal. Whichever way is best, we'd really like to hear from you.

Yours sincerely

David Greensmith
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.