**Our Ref:** SN017/0296

19 October 2018

Dear Customer

**Important information about maintenance work to the sewerage network in your area**

We wrote to you earlier this month, seeking your views about the environmental improvement project we were proposing in Whitton. Northumbrian Water continues to work closely with Northumberland County Council as we continue to develop the proposal.

Trial holes are required along the route of the proposed sewer to establish the location and level of existing services. This work will involve the use of machinery to excavate a shallow inspection trench within the road and verge to expose and record buried utility cables and pipelines. Traffic management will be required and the highway will be fully reinstated upon completion.

I have enclosed a plan which shows the locations of the trial holes. This work is planned to commence on the **29th October 2018** and will take up to **7 working days**. The site team will do everything they can to minimise any inconvenience caused by this and will make sure that the work is carried out safely. Once we are on site, if you are going to be directly affected by our work, our site team will contact you in advance.

In the meantime, you can also find out more information about our project on our community portal at [www.nwlcommunityportal.co.uk](http://www.nwlcommunityportal.co.uk/) and following the link to the ‘Whitton Village Sewer Diversion’ page.

If you require any further information or advice please contact our Customer Centre on **0345 717 1100** or visit [**www.nwl.co.uk**](http://www.nwl.co.uk)to request a call back from the project team, we would be pleased to help.

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 property) are known to operate in our supply area. 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 your local police station immediately or our Customer Centre on 0345 717 1100. Northumbrian Water employees WILL NOT object to you carrying out these checks.**