Our Ref: SN017/0296

22 January 2018

Dear Customer

**Some important information about work in your area**

You may remember that we wrote to you in November last year to give an update about the work we were planning to undertake in Whitton. We promised to keep you up to date regarding our proposals.

In my previous letter, I mentioned the design team had identified that the diversion of the combined sewer into the Rothbury network will marginally increase the downstream flood risk. We have to ensure that any work undertaken in Whitton does not increase flood risk elsewhere.

Additional analysis has now been completed which has highlighted that the issue is complex and the scale of the works required to address the hydraulic detriment is significant.

As a result, these works have been rescheduled within the capital plan and are programmed to commence during the financial year 2019/2020.

I apologise for the delay and I will continue to keep you up to date with our plans for this essential work. 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.

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.**