Our Ref: SN017/0296

11 March 2019

Dear Customer

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

You may remember that we wrote to you in September 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 that our design team had identified a solution that would see a new sewer installed within Whitton Bank, with a new treatment plant and outfall sewer to the river Coquet. We were planning to commence these works in the late spring of 2019.

Further information has come to our attention during our investigations which we need to consider. The solution outlined above is no longer viable and an alternative pumped option is now under review.

We want to share our new proposals with you to understand your views about this alternative option and agree how we can minimise any disruption that you and your community may experience once the work is underway.

We are proposing the construction of a new pumping station, rising main and gravity sewer. I have enclosed a 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. The work will be delivered in two phases and there will be an interim period where tankering of flows will be necessary.

The project team are now working towards commencing the phase 1 construction work in the **autumn of 2019**. The phase two works are currently planned for 2020/21

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.**