Our Ref: SN017/0296

28 November 2017

Dear Customer

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

You may remember that we wrote to you in September to let you know about some work we were planning to undertake in Whitton. We promised to keep you up to date regarding our proposals.

The design team are continuing to work on the sewer diversion between Whitton and Rothbury. The ground investigation is complete and the scrutiny of the network performance continues. We have 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 therefore, the scope of this project has increased to ensure that there is no downstream detriment.

This additional analysis will take additional time to complete and we do not anticipate commencing the construction works until Spring of 2018.

I will continue to keep you up to date with our plans for this essential work and will be back in touch to confirm the construction dates when the hydraulic investigation is complete. 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. Regular updates will be posted and you will find advice and answers to some frequently asked questions.

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.**