Our Ref: SN017/0296

15 November 2019

Dear Customer

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

You may remember that we wrote to you in March to give an update about the essential 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 we were investigating a sewage pumping station option, to help serve the village of Whitton effectively. I can advise that the concept has been further developed and approval has been secured to progress into the design and construction stage.

The project team are now working towards beginning construction in **Spring 2020**. The works will include a new sewer from Whitton to the proposed pumping station, a rising main (pumped sewer) up Whitton Bank, along Caterside Road discharging into a new gravity sewer constructed in Silverton Lane. The sewer will connect into the drainage network which serves the recently constructed housing development, before eventually draining to Rothbury sewage treatment works.

I have enclosed a plan which shows the new arrangement. Once we are on site, if you are going to be directly affected by our work, our site team will contact you to ensure any concerns are addressed.

We aim to hold a customer information drop in event later in the New Year and I will contact you about this in advance of the event taking place. I will continue to keep you up to date with our plans for this 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.**