Our Ref: SN017/0296

25 September 2017

Dear Customer

**We’re planning some work in your area and are seeking your views**

We have commenced a study of the sewer network in your area and want to keep you informed about our investigations and work we are considering in the Whitton area.

The study work is ongoing and we have identified a potential solution to ensure that our sewer network continues to serve the community effectively. We want to share our proposals with you to understand your views about this work and how we can minimise any disruption you and your community may experience once the work is underway.

Our proposed work will see 350 metres of new sewer pipe installed along the public right of way. This will then be connected to the existing combined sewer draining into the Rothbury network.

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.

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 Whiiton page. Regular updates will be posted and you will find advice and answers to some frequently asked questions.

We will write to you again when we have taken into consideration your feedback and finalised the proposal.

If you require any further information or advice please contact our Customer Centre on **0345 717 1100** or visit **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.**