

Our Ref: SN018/0173

15 December 2017

Dear Customer

We're planning some work in your area

You may remember that we wrote to you in October to let you know about some work we were planning to undertake in Warkworth to ensure that the sewer network continues to serve the community effectively. We promised to keep you up to date regarding our proposals.

Whilst this work remains subject to gaining final approval it is our intention, together with our supply partner Mott MacDonald Bentley (MMB), to carry out £700,000 of investment work between **Monday 22 January 2018** and **Friday 18 May 2018**.

This essential work will include a sewer diversion within the riverside path between St Lawrence Terrace and the Gatehouse along with the installation of a new pumped main in Dial Place. This main will connect into the existing combined sewer on Bridge Street and we will be conducting stabilisation/re-enforcement works along the river edge to protect the Stanners Pumping Station from river erosion.

Prior to the start of construction, we would like to take the opportunity to show you the work we are planning.

The project team are hosting an open-day to present our proposals. This will be held in the **War Memorial Hall, on 9 January 2018 between 2pm and 6pm**. We look forward to seeing you there.

In the meantime, I have enclosed a plan which shows the areas where we will be working. You can also find out more information about our project on our community portal at www.nwlcommunityportal.co.uk and following the link to the 'Stanners Warkworth' 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** 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.