Our Ref: SN018/0173

15 June 2018

Dear Customer

**We wanted to provide an update regarding our essential work in your area**

You may remember that we wrote to you in December 2017 to confirm details of work we were planning to complete on the sewer network in the Warkworth area. My reason for writing to you now is to provide a progress update.

As you will be aware, this essential work commenced in January 2018. The installation of the rising main from The Stanners pumping station is complete and the new main is commissioned. As anticipated the sewer installation along Monks Walk has proven to be challenging, the production rate has been a little slower than originally anticipated and we anticipate a July completion.

I wanted to let you know that, as part of our project, we intend to resurface Dial Place between the War Memorial and The Stanners. This work is scheduled to take place on 25 & 26 June 2018.

To ensure that disruption is kept to a minimum, Dial Place will be closed between 09:30 hrs and 1500hrs, avoiding the busier times at either end of the day. The road will remain open outside these times.

On day one you will see our workforce preparing the road for resurfacing, which will take place on day two. Signage giving clear notification of this work will be posted on site in advance and visitors will be encouraged to use the alternative ‘Beach Road’ car park. The restrictions on the Dial Place perimeter parking will remain in place for the duration of these works however, access to the Stanners, via Hosptur Court will remain open.

You can also continue to 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 ‘Stanners Warkworth’ page. Regular updates will continue to be posted there.

In the meantime, we want to thank you for your continued cooperation while we complete this essential work. It is greatly appreciated.

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.**