

Our Ref: WN016/0142

11 December 2017

Dear Customer

We're planning some work in your area

At Northumbrian Water we are investing millions of pounds in our water network in Northumberland, North Tyneside, Newcastle and Gateshead. We are working with our construction partners ESH-MWH to install 22 electronically operated valves (EOV's) at strategic locations. This work will help to maintain a high quality and reliable water supply into the future.

As part of this essential work, ESH-MWH is planning to install an EOV and communication kiosk in the carriageway vicinity of Clayton Road – Great North Road junction on behalf of Northumbrian Water.

A road closure will be in place between Great North Road and Clayton Road from **Monday 15 January to Friday 27 April 2018**. Please find enclosed a map detailing the traffic management and road diversion that will be in place.

This section of work is scheduled for eleven weeks although ESH-MWH site team will endeavor to complete the work as early as possible.

We thank you for your understanding and co-operation throughout this work. If you require any further information or advice, now or during the work, please contact our Customer Centre on **0345 717 1100** or tweet us **@nwater_care** to request a call back from the Project Team.

You can also find out more information about this project and receive regular updates on progress and traffic management whilst works are in progress on our community portal at **www.nwlcommunityportal.co.uk** and following the link to the **Tyneside Water Network Improvements** page. Thank you for your patience and understanding while we carry out this work.

Yours sincerely



Richard Johnston
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.