Our Ref: SN017/0265

22 May 2018

Dear Customer

**An update on Ovingham Rainwise initiative**

As you know, the Surface Water Management work planned in Ovingham to the north of Dean Garth and Piper Road, is being undertaken on behalf of Northumberland County Council as part of Northumbrian Water’s Rainwise initiative.

Towards the end of last year, we decided to postpone the surface water management work until late spring 2018, avoiding mid-winter working and the risk of long term damage to the land.

At our drop-in session in September 2017, we told you that Northumberland County Council were in discussion with the landowners to secure permission to carry out the work. We are continuing to work closely with the landowners to gain site access.

We now anticipate work starting in Autumn 2018, following the completion of all third party work which includes:

* The removal of the overhead lines from the field north of Dean Garth by Northern Power Grid. This work, planned to take place in August, will allow us to investigate repositioning the surface water management basins, to limit the impact on the farmland. Once the design is finalised we will contact the residents whose properties back onto the field to review the changes in more detail.
* On the playing fields, Karbon Homes overland flow flood risk reduction measures, which include the diversion of the Pipers Hole watercourse.

We will continue to keep you informed and you can find out more information about our project and receive regular updates while works are in progress, by visiting our community portal at [**www.nwlcommunityportal.co.uk**](http://www.nwlcommunityportal.co.uk)and following the link to the Ovingham page.

For more information about our Rainwise initiative and how you can get involved, see [**www.nwl.co.uk/rainwise**](http://www.nwl.co.uk/rainwise)**.**

I would like to thank you again for your patience and understanding while we carry out this essential work.

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.

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.**