

Our Ref: SN017/0265

18 October 2018



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Customer  
House No Street  
Area  
Town  
Postcode

Potts\_Job\_ID  
533  
PRN

In Partnership with



Northumberland  
County Council

Dear Customer

### Ovingham Rainwise Initiative

We would like to update you about the work we are undertaking in **Ovingham** as part of our ongoing Rainwise initiative.

The works in the playing fields are now complete and the temporary fencing has been removed. The willow wind shelters will be replaced, additional trees planted and six new nest boxes will be sited in suitable locations. Wild flowers have been sown in the working area which will take a season to establish and grass footways will be cut into the wild flower once fully established. We would appreciate it if people can keep off the landscaped areas to allow the seeds to grow.

On **Monday 29 October 2018** work will commence in the junction of **Horsley Road** and **Main Road**. This will require a road closure at this location for up to one week. The junction will then be under three-way traffic lights for a further two weeks. During the road closure, please follow the diversion signs in place.

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).

We would like to thank you in advance 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](http://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



Northumbrian Water Limited  
Registered in England and Wales No 2366703  
Registered office: Northumbria House,  
Abbey Road, Pity Me, Durham, DH1 5FJ

**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.**