

**Our Ref: - Ovingham**

**31 January 2018**

Dear Customer

### **Ovingham Surface Water Management Project**

You may remember I wrote to you in September 2017 to let you know about the work we were planning in your area as part of our Rainwise surface water management programme.

As you know we continue to work collaboratively with Northumberland County Council to deliver both a sewer flood risk reduction and surface water management project within the village. Work started in October 2017 to on the first stage of our project to reduce flood risk from the sewer network in the Dene Close and Piper Road vicinity.

We are pleased to advise our customers that this stage of our works is now substantially complete.

#### **What happens now?**

In Spring 2018 we will return to cultivate and seed the areas where we worked. There is a risk that the existing bulbs at the entrance to the estate may not flower this year due to our works. There are plans to replace any damaged bulbs in this area in Autumn 2018. We will continue to monitor the establishment of these areas over the spring / summer months and would hope the grass will be fully established by the Autumn. All footpaths within our working area have been fully reinstated.



We have enclosed a feedback form, 'Please tell us your views', and would really appreciate it, if you could complete it and return it to Northumbrian Water.

We would like to take this opportunity to say thank you to the residents for your patience and support throughout this work. ESH-MWH would appreciate feedback regarding the performance of the site team. Feel free to email the Customer Service department at [nwl.customer@esh.uk.com](mailto:nwl.customer@esh.uk.com).

If you have any questions relating to this work please do not hesitate to call our customer centre on 0345 717 1100 or log onto [www.nwl.co.uk](http://www.nwl.co.uk) to arrange a call back or visit from me. If English is not your first language our customer team can arrange for an interpreter to join the call to assist.

You can also follow us on twitter @nwatercare and @NorthumbrianH2O.

Yours faithfully



**Ian Davison**  
Project Manager

Please be aware that bogus callers and people who claim to be employed by Northumbrian Water or 'the water board' are known to operate in our supply area. These people are often only interested in stealing from your home.

All our employees and official contractors carry identity cards which we strongly advise you to check before letting anyone into your home. For extra peace of mind, you can also pre-register a password with us so if we ever need access to your home we will know and use this word.

**If you are in any doubt about the validity of any caller do not let them into your home. Call the police immediately to report this, or our customer centre on 0345 717 1100 to confirm they are genuine. Our employees and contractors will not object to waiting outside while you carry out these checks.**