

Our Ref: C2727/CT/017

Date: 19 April 2018

Dear Customer

### **Construction Works in your area – Wood Vue, Spennymoor**

As you may be aware Esh-MWH in partnership with Northumbrian Water have been working in your area to upgrade the sewer network.

On Friday 20 April 2018 our subcontractor, Pipetek will be carrying out the final survey of this work. The work will involve a CCTV (Closed Circuit Television) survey of the new sewers we have installed on Wood Vue. To enable us to carry out this work, sections of the road will be closed for short periods of time around the manholes. The work will be completed by 5pm Friday 20 April 2018.

We hope you appreciate that this work is necessary to improve the sewer network and to reduce the risk of flooding. We thank you in advance for your patience and cooperation whilst we carry out these essential works.

We often resolve issues more effectively if we can discuss them with you first. If you have any site related issues or concerns during the course of this work, please talk to us about it. You can contact our site team on **0191 377 4500** between 08.00 and 17.00 or by visiting [www.nwlcommunityportal.co.uk](http://www.nwlcommunityportal.co.uk) and following the Durham Road, Spennymoor link. The portal provides the best way to keep up to date with progress and how our work may affect you, so please log in and keep up to date!

Alternatively, you can contact the Northumbrian Water customer centre on 0345 717 1100 or log onto [www.nwl.co.uk](http://www.nwl.co.uk) to arrange for a call back from the project team who will contact you to discuss further.

Yours Sincerely

*Christine Taylor*

Christine Taylor  
**Customer Service Manager**

