

Our Ref: SN018/0066 -1.4

23 March 2018

Dear Customer

**We're planning some work in your area and are seeking your views**

At Northumbrian Water we are working closely with communities to reduce the risk of flooding and pollution and want to keep you informed about our investigations and work we are considering in Esh Winning.

We have identified an opportunity to improve our sewer network to reduce the risk of pollution incidents. The Esh Winning sewer runs in close proximity to the Priest Burn and, at times of heavy rainfall, it can present a risk of pollution to the river. Our investigations have identified that one possible solution is to redirect flows to a new pumping station and pipeline along the B6302 to the south of the river.

Our proposed works are likely to include installing a new pumping station in the field opposite South Terrace and a new pipeline along the main road into the sewage treatment works.

The plan on the following page shows the areas where we would propose to carry out the work. Please note that the locations shown on the plan are indicative only.

We have enclosed a leaflet which gives further information, advice and answers to some frequently asked questions. We really want to understand your views about these proposals and how we can minimise any disruption you and your community may experience.

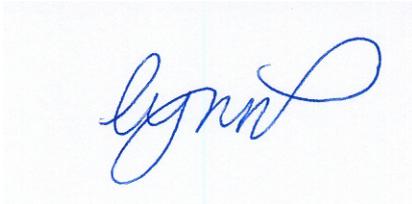
You can also find out more information about our project and regular updates on our community portal at [www.nwlcommunityportal.co.uk](http://www.nwlcommunityportal.co.uk) and following the link to the **Esh Winning** page.

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. Whichever way is best, we would really like to hear from you.

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.

We will write to you again when we have taken into consideration your feedback and finalised our proposal.

Yours faithfully



**Lynn Preston**  
**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 property) are known to operate in our supply area. 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 your local police station immediately or our Customer Centre on 0345 717 1100. Northumbrian Water employees will not object to you carrying out these checks.**

