

Our Ref: SN016/0215 Monkswood

25 October 2019

Dear Customer,

Flood alleviation scheme in your area

You may remember we wrote to you in January 2019 to let you know that we were starting a project, alongside our supply partner, Esh-Stantec, to reduce flooding in your area. The work started in March 2019.

We advised in our letter that the work would be completed by the end of October 2019, however due to the inclement weather and ground conditions we will now be finished by 20 December 2019. We apologise for any inconvenience this may cause.

What will happen next:

- Over the next 8 weeks, the team will continue to plant the trees and shrubs.
- Pathways will be re-opened.
- All vehicles and site cabins will be removed before Christmas.
- The fencing around the basins will remain in place over the winter period.
- Our team will then return in Spring 2020, when the weather is more favorable to complete our reinstatement of the basins. During a 6 week period we will adjust the soil levels to the basins, whilst seeding and planting the wildflower and grass seed.
- Esh-Stantec will write to customers prior to the work starting, providing notification of the start date and duration of our works.

Over the winter months, the basins will be monitored by our teams and our community portal will remain in place for customers to continue talking to us. Customers can contact us anytime at www.nwlcommunityportal.co.uk following the link to the **Monkswood** page.

We would like to take this opportunity to say thank you to our customers for your patience and support throughout this work.

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 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 sincerely

Ashley Ferguson

Ashley Ferguson
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.