

Our Ref: SN018/0260

18 May 2018

Dear Customer

We're undertaking maintenance work in your area.

We want to let you know about some essential maintenance work we are planning to carry out on our sewerage network in your area. This work will ensure that it continues to serve the local community and protect the environment for future generations.

Together with our supply partner, Mott MacDonald Bentley (MMB), we plan to carry out £130,000 of investment work between **Monday 4 June 2018** and **Monday 30 July 2018**.

Our work involves the diversion and part replacement of the sewer pipe work serving the area. Please note that our work will not affect the water supply to properties.

During this work our vehicles will need access to our site compound, which will be located in The Grove, and you may see some increase in vehicular movement. All works will be clearly sign posted and guarded.

The Grove will remain accessible to all vehicles, including the emergency services however, it will be reduced to single file traffic. Traffic restrictions will be clearly sign posted and we will also ensure regular bin collections are not disrupted.

Typical working hours will be Monday to Friday, between 8am and 6pm. Weekend work between these hours may occasionally be necessary to ensure we complete our work as quickly as possible. If we need to work weekends you will be notified of this in advance.

Please be aware that the dates and progress of our works are subject to weather and site conditions.

I have enclosed a plan that shows the areas in which we will be working. Please take some time to familiarise yourself with our working areas.

I have also enclosed a leaflet which gives further information, advice and answers to some frequently asked questions. We are working with our supply partners to make sure that any disruption is kept to a minimum. If you are going to be directly affected by our work, our site team will let you know in advance.

You can also find out more information about our project on our community portal at www.nwlcommunityportal.co.uk and following the link to 'The Grove, Coxhoe' page. Regular updates will be posted and you will find advice and answers to some frequently asked questions.

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.

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

Paul Brewis
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 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.