



:: Please keep this letter handy until the work is complete ::

Severn Trent Water
PO Box 407
Darlington
DL1 9WD

Our Customer

22 June 2021

Dear Customer

We're improving your supply of wonderful water

Why are we doing this work?

Every so often, we need to replace old water pipes due to leaks and bursts. We're investing around £1.9 million on the water pipe network in your area to ensure supplies of Wonderful Water for the future.

Important information

Team one will start work on **Marston Road**, week commencing **28 June 2021**, and they'll complete this section within 7 days. The team will then move from street to street to complete the programme of work. **Please see a plan overleaf of where we'll be working during June/July 2021.**

To allow us to carry out this work safely we've agreed with the local authority to slow down the flow of traffic in sections using traffic lights, signs and barriers and road closures around our working area. **Access to properties, businesses and pedestrians will be maintained.**

You may see us working in more than one area of Baschurch, this is because there's lots of water pipes to replace. So we can work as quickly as possible, we'll have two teams working at the same time but in different locations.

Please be assured that we and our partner, **Forkers**, will do everything we can to minimise any inconvenience and complete the work as quickly as possible.

Important Coronavirus update:

Please note that we're still undertaking essential works to protect the water supply which is really important at this difficult time. Our workforce will try to keep two metres apart wherever possible, but at times may need to work closely together when they have no other option to ensure their own safety during a task.

Will my water supply be affected?

If we plan to interrupt your water supply, we'll notify you in advance with a card posted through your door normally 48 hours before work starts letting you know the date, earliest start time and the latest end time that your water will be interrupted. We'll be doing our best to make sure your water supply is unaffected for the duration of our work, especially during this difficult time.

You may want to store some extra water in jugs or containers during this period so you can continue to wash your hands and flush the toilet. It's advisable to avoid using any appliances connected to the water supply during this period.

During or after the work, there's a small chance your water may appear discoloured. This is nothing to worry about and will quickly go back to normal. We'll be doing our best to make sure your water supply is unaffected for the duration of our work. To find out more about clearing discoloured tap water, please visit our website www.stwater.co.uk/discolouration.

Come and find out more.

We'd love to have come to see you to let you know what work we'll be doing but unfortunately it's not possible at the moment, therefore we have put all the information in one place so you can find out more about the project. Please visit: www.stw.works

You can also send us any questions you have about this work; we'd love to hear from you. This page will go live on the **28 June 2021**.

Location of work

Gang	Locations	Traffic Management	Start	Duration
1	Marston Road	2 Way Traffic Lights	28.06.21	7 Days
1	Kings Road North	Road Closure	12.07.21	1 weeks
1	Eyton Lane from Junction of Shrewsbury Rd to Kings Rd North	Road Closure	26.07.21	4 weeks

Please be aware that although we try to stick to these dates, they may change due to circumstances beyond our control.

Retail Businesses

If you own or operate a business which receives visiting customers who purchase goods or services from you and our works are affecting your sales income then please contact our Business Loss Team - BusinessLoss@severntrent.co.uk for further advice.

Who do I contact about the work?

- If you have any queries about this work, please get in touch with me on **07971 304604** between 08:00am – 17:00pm (please quote the project title - **Baschurch ref: 6147324**)
- Visit our Planned Improvements website at www.stw.works
- If you experience any issues with your water or sewerage service while the work is being done, please call our 24 hr operations centre on **0800 783 4444**.

Yours faithfully

Catherine Webb
Community Communications Officer, Severn Trent