



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

Severn Trent Water
PO Box 407
Darlington
DL1 9WD

Our Customer

9th May 2022

Dear Customer

We are improving the sewerage system in your area

Why are we doing this work?

The sewers along Tiddington Road have been serving the community for many decades and have started to deteriorate. We'll be carrying out some essential maintenance on the sewer network, so they're able to carry on serving the community for many more decades to come.

When and where is this work due to take place?

The work is due to begin on Monday 16th May and will take approximately eight weeks in total to complete. In the majority of cases, we'll be using 'trenchless' techniques to re-line the sewers, using existing manholes. This will reduce the need for excavations and reduce the time each piece of work takes.

Although it's really important, we also know our work can be inconvenient. During this job, we will need to put temporary traffic lights in place, in order to keep the public and our teams safe and complete the work as quickly as possible. Access to properties will be maintained at all times. Please be assured that we, and our contract partners Avoe, will be doing everything we can to minimise any disruption during this essential work.

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 speak to the team on site, who will help in any way they can, or you can call me on **07790 845234** between 8am-5pm.
- Let us know how we are doing at: www.stwater.co.uk/howourwork.
- 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

Lisa Orme
Community Communications
Severn Trent