Severn Trent Water

Customer Care

PO Box 407

Darlington

DL1 9WD

13 May 2021

Our Customer

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Dear Customer

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

**We’re improving your supply of wonderful water…**

Every so often, we need to replace old water pipes. That’s because the likelihood of any problems occurring increases as the years pass, so we’re replacing the old pipes along the B4386 with some brand-new ones. This means that there’ll be some short-term inconvenience – but the advantage of having this work take place will be worth it and secure the network for the future.

**When and where is the work taking place?**

The work will start week commencing **1 June 2021** and will be completed by the end of **November 2021**.

Although it’s really important, we also know our work can, at times, be inconvenient.

During the work we’ll need to close the **B4386** to through traffic from the **Aylesford Bridge Junction (The Folly Junction)** down to the **A490 in Chirbury**. To allow us to carry out this work safely we’ve agreed with the local authority to close the road but it will be a rolling road closure, so that as our gang finishes the work they will have a team reinstating the road behind them.

There will be a designated diversion that will be sign posted as you approach the working area from all routes. The diversion route will have two- way traffic lights located at the narrow stretch of the road near Lower Stockton. - we will not be working in this area but due to the narrowing and the increased traffic using the road, it has been agreed with the local authority to put them in place, for road users safety.

**Access to homes and businesses will be maintained at all.** We’re really sorry about any nuisance this causes but it’s needed to keep everyone safe and get the work done as quickly as possible. Please be assured that we, and our contract partner **Heartlands Ltd**, will be doing our best to minimise the disruption.

**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 Compensation Team - **businessloss@severntrent.co.uk** for further advice.

**Important COVID-19 update:**

This work is classed as essential utility work and our workers are defined as key workers under the government guidelines. Please remain a safe distance from the team and give them 2 metres distance if you’re in the area. If you need to ask any questions about the work, please use the contact number found overleaf.

**Will my water supply be affected?**

If we plan to interrupt your water supply, we’ll notify you in advance with a card stating the date and the earliest start and latest end time of the interruption. The card is normally hand delivered 48 hours before the planned interruption. At this difficult time, we’ll ensure that the interruption is kept to an absolute minimum.

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**](http://www.stwater.co.uk/discolouration)**.**

**Stay up to date with the work!**

* Get in touch with me **Catherine Webb**, on **07971304604** between 08:00am – 17:00pm (please quote the project title **(Marton to Chirbury)**
* Please visit our ‘**Planned Improvements**’ webpage at **www.stw.works** to see how the work is progressing.
* If your query is about your water supply or sewerage service rather than this work, the number to call is **0800 783 4444** for our Customer Operations Service Centre.
* Please let us know how we are doing at: [**www.stwater.co.uk/howsourwork**](http://www.stwater.co.uk/howsourwork)

Yours faithfully

Catherine Webb,

Communications Officer, Severn Trent