

Dear Customer

We're improving your supply of wonderful water...

- We're going to be doing some vital improvement work in your area
- We plan to start the water main renewals from 7 January 2019.

Why we're doing this work

We're committed to making sure our customers receive a continuous supply of water now and in the future. So, we're constantly checking the condition of our network and recognise that we may need to upgrade some of the water pipes in your area.

Important things to know

We plan to start the water main renewals from 7 January 2019, on a small section of Hipton Hill. To allow us to complete this work quickly and safely we will have a road closure in place. This is to ensure your safety and the safety of our workforce. The location of the work and durations can be found on the rear diagram.

Pedestrian access will be maintained, at all times. There may be occasions when vehicle access to your property is restricted; for example, when we're working on the road directly outside your property. We'll let you know in advance if this is going to be the case – please let us know if you have any specific requirements or needs.

Please bear with us...

Although it's really important, we also know work on this scale can, at times, be inconvenient. Please rest assured that we, and our contract partner **Amey**, will be doing everything we can to minimise the disruption and get the work finished as quickly as we can.

Will my water supply be interrupted?

If we plan to interrupt your water supply during these works, we will let you know in advance.

Do you own a retail business?

If you own and operate a business which benefits from customers visiting to purchase goods or services from you and our works are affecting your custom, then please contact our Business Compensation team at businesscompensation@severntrent.co.uk for advice.

Plan – Hipton Hill water main renewals works



Table – Affected road and traffic management

LOCATION	START DATE	FINISH DATE	TRAFFIC MANAGEMENT
Hipton Hill	07/01/19*	15/03/19*	Road Closure

*Please note these dates may be subject to change depending on progress

Keeping you informed every step of the way

There are lots of ways for you to keep up to date with our work in your area:



www.stw.works



07725 073188 – Samantha Pedley, Amey Customer Service Officer

0800 521 660 – Amey 24hr Customer Service Centre

Please quote the project reference on the top of this letter. If your call is about your water supply or sewerage service, you can call our Customer Operations Service Centre on 0800 783 4444.

Yours faithfully

Frances O'Neill

Programme Engineer

Severn Trent