

Project title: Silver Street, Wythall
Project reference: 6135072
22 January 2019

WONDERFUL ON TAP



Severn Trent
PO Box 409
Darlington
DL1 9WF

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 11 February 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 11 February 2019 on Silver Street, working from its junction with Alcester Road. To allow us to carry out 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.

We will try and maintain vehicle access for businesses and residents living within the road closure. There may be times in the working day when you have to wait for the site team to finish their activity before you can have access. We're really sorry about this, but it will mean we keep everyone safe and get the work done as quickly as possible. Pedestrian access will be maintained at all times.

Once we have completed the water main in Silver Street we will move into Clewshaw Lane and Middle Lane. The location of the work, durations and traffic management can be found on the rear plan and table.

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.

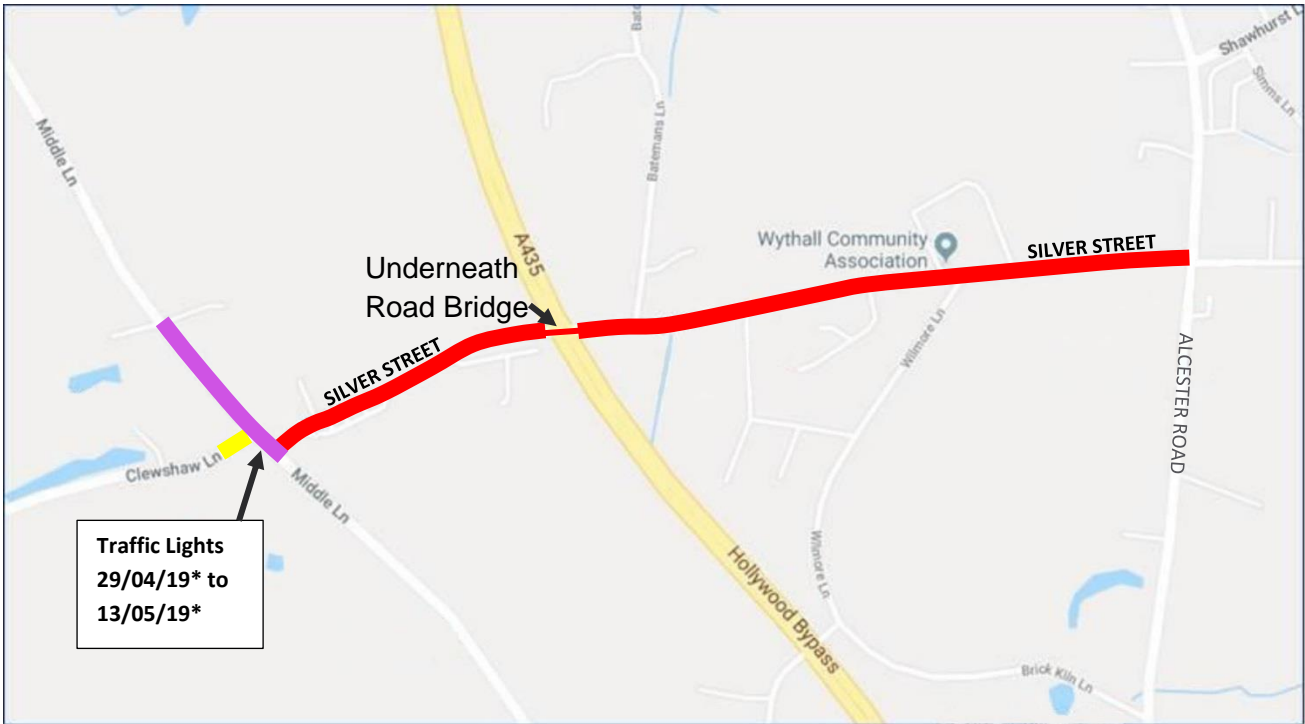
How can I find out more?

We understand you may have some questions about the work and how it may affect you, so we'd love to meet.

Our team will be at **Wythall Community Association, 52 Silver Street, Wythall, Birmingham, B47 6LZ** on **30 January 2019** from **3:30pm – 6pm**.

We'll be able to show you our plans, answer any questions you may have and crucially, get your input and feedback.

Plan – Silver Street, Wythall - water main renewals works



Location	Start Date	Finish Date	Traffic Management
SILVER STREET	11/02/19*	29/04/19*	Road closure
CLEWSHAW LANE	29/04/19*	12/05/19*	Traffic lights
MIDDLE LANE	13/05/19*	09/06/19*	Traffic lights

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

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.

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