

Project title: Station Road, Wythall
Project reference: 6135042
1 October 2019

WONDERFUL ON TAP

SEVERN
TRENT

Severn Trent
PO Box 409
Darlington
DL1 9WF

SCHEME UPDATE

Dear Customer

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

- We're currently undertaking some vital improvement work in your area
- Progress of the work has been slow due to difficult ground conditions
- We've had to extend our planned completion date.

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 recognised that we need to upgrade some of the water pipes in your area.

Important things to know

Work on the water main started 5 August 2019, in Station Road, Wythall. Due to difficult ground conditions we previously extended our work permit for another two weeks. Unfortunately, it has become necessary to further extend this date by an additional five weeks, due to the location of other services. We will now be working on the opposite side of the road, working back towards Lea Green Lane. We understand this is frustrating and apologise for any inconvenience. To allow us to complete this work quickly and safely we continue to have two-way temporary traffic lights in place. This is to ensure your safety and the safety of our workforce. The location of the work and latest 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 – please let us know if you have any specific requirements or needs.

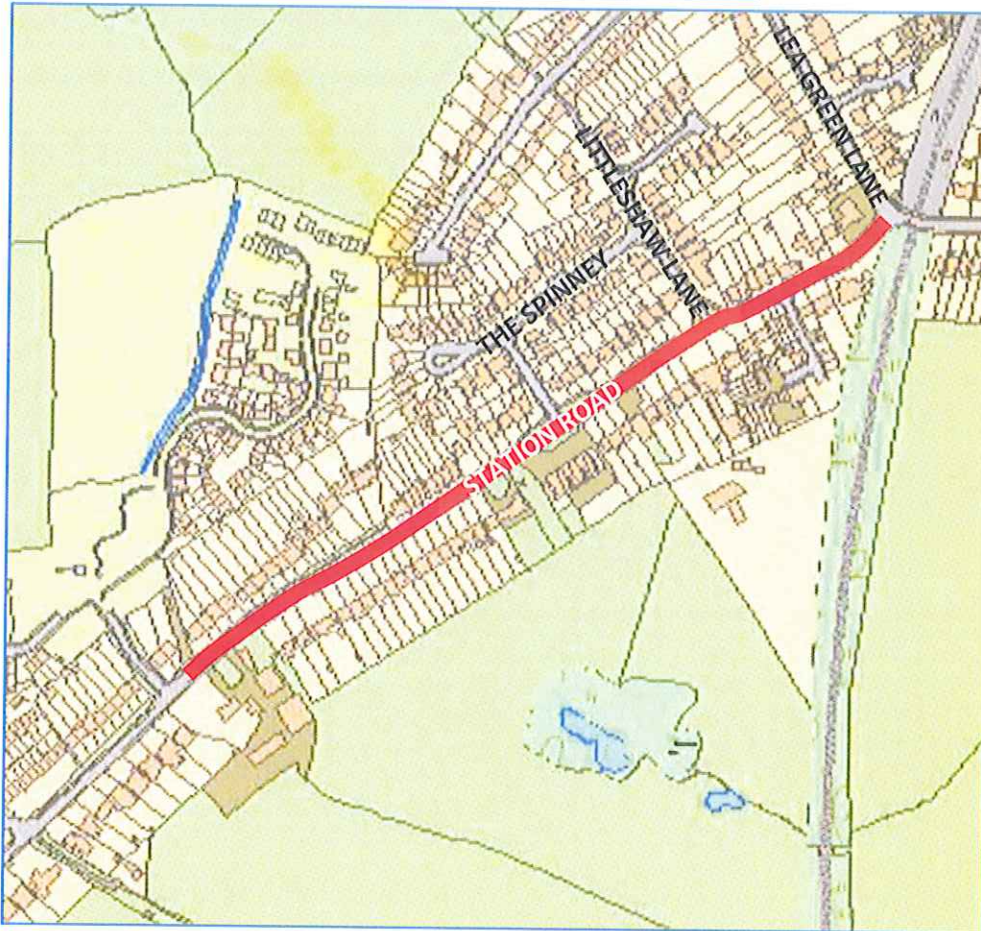
Please bear with us...

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.

Plan – Station Road, Wythall water main renewals works



LOCATION	START DATE	FINISH DATE	TRAFFIC MANAGEMENT
Station Road, Wythall	05/08/19*	29/11/19*	Two-way 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:



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