

Project ref: Oxton Strelley
Project ref: 6149354

WONDERFUL ON TAP



Severn Trent Customer

Severn Trent
PO Box 407
Darlington
DL1 9WD

January 2023

Dear Customer

We're improving your supply of wonderful water

Every so often, we need to replace old water pipes. That's because the risk of bursts and leaks increases as the years pass so we're replacing the old pipes in your area with new ones. As you may recall, we came out in June 2022 to do some ground investigation work getting ready for the new pipes to be laid.

Important information

The work will be carried out in phases, the first phase will start from **Monday 23 January 2023 on Station Road** close to the Railway Bridge. We'll then progress along Station Road towards Nicker Hill, we expect to be completed by mid July 2023. You may see us in the area working from 9 January 2023 in the fields nearby.

Keeping you safe

To be able to complete this work quickly and safely there will be a road closure in place as well as temporary traffic lights at junctions where the road closure is. We'll close the road in sections and a signposted diversion will be in place as a route around the working area and if you live within the closure, please speak to our team and they'll ensure you can get access to your property.

Please see a map overleaf for more information.

Come and find out more

If you have any questions or would like to know more about what we're doing then come and visit us at our customer drop-in event on **Wednesday 11 January 2023, at The Football Club, Platt Lane NG12 5NZ from 15:30PM until 18.30PM**. It's a great chance to ask us any questions about the work and for us to find out more about your area.

Please bear with us...

Unfortunately there will be some unavoidable disruption while we carry out the work. We're really sorry about this, but we and our contract partner, **GEDA**, will do our very best to complete the work as quickly and safely as possible.

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 can I contact?

- If you feel comfortable to do so, please speak to our team on site, who will be happy to help you where possible.
- If not, you can get in touch with me on **07812 379806** during normal office hours. Please remember to quote the project title; Station Road.
- Visit our website www.stwater.co.uk and look at our planned improvements page
- If you have a query out of office hours, please contact our 24hr Customer Contact Centre on **0800 783 44 44**.

Yours faithfully

Rebecca Ball
Communications Officer
Severn Trent