

SCHEME UPDATE

Dear Customer

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

- We've been doing some vital improvement work in your area
- We have the final connection to complete at the junction of Sandhills Lane
- We plan to start from 18 November 2019 and take five days to complete.

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 needed to upgrade some of the water pipes in your area.

Important things to know

We have already installed the water main and service connections during the summer. When we attempted the final connection at the end of September, due to technical issues we were not able to complete the connection onto the existing network at that time.

We now plan to return for five days from 18 November 2019, to complete this connection.

There will be a junction closure on Sandhills Lane where it meets Hewell Road. On Hewell Road there will be temporary traffic lights in place, over lapping the Sandhills Lane junction. This is for your safety and the safety of our workforce.

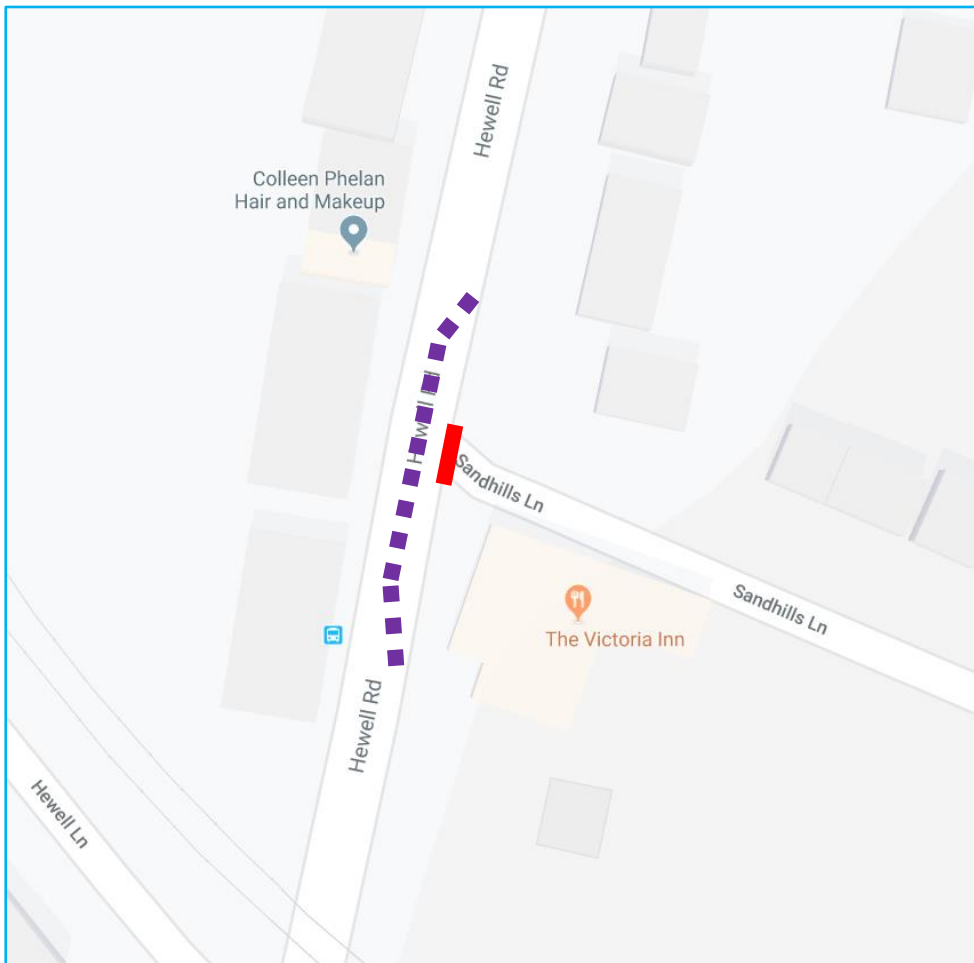
Will my water supply be interrupted?

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 – Hewell Road, Barnt Green water main renewals works



KEY

 Location of junction closure


 Location of traffic lights

Image for guidance only and not intended as accurate location

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 Manager

Severn Trent