

Dear Householder,

We're improving the water supply in your area...

- We're going to be doing some vital water main renewal work along B4361
- Your water supply may be temporarily interrupted at some point during this work.

Why we're doing this work

The water pipes in your area have served your community well for many years, but have recently been showing their age, resulting in a number of bursts locally. When this happens, we have to carry out emergency repairs (and we all know how inconvenient that can be) and your drinking water supplies may be affected.

That's not acceptable - so we're going to replace the old pipes with some brand new ones!

Important things to know

This work will start from Monday 12 February 2018, to install new water pipes along parts of the B4361, starting near Overton Farm working towards Richards Castle. Work will be undertaken along sections of the carriageway and adjacent grass verge in approximately 100 – 200 metre sections.

To allow the first part of these essential works to take place safely, we will require a temporary road closure of B4361 for the period of approximately eight weeks, this will happen between the junction of B4361 at Overton and the cross roads of Wheatcommon Lane. Access to frontages within the road closure will be maintained whilst this work takes place, alternative access for through traffic will be provided with a sign posted diversion route.

When the B4361 has been reopened to through traffic, work will then progress with the use of temporary traffic lights from early April 2018, starting at the junction of Wheatcommon Lane, working towards Park Lane. This phase will be completed by late July 2018.

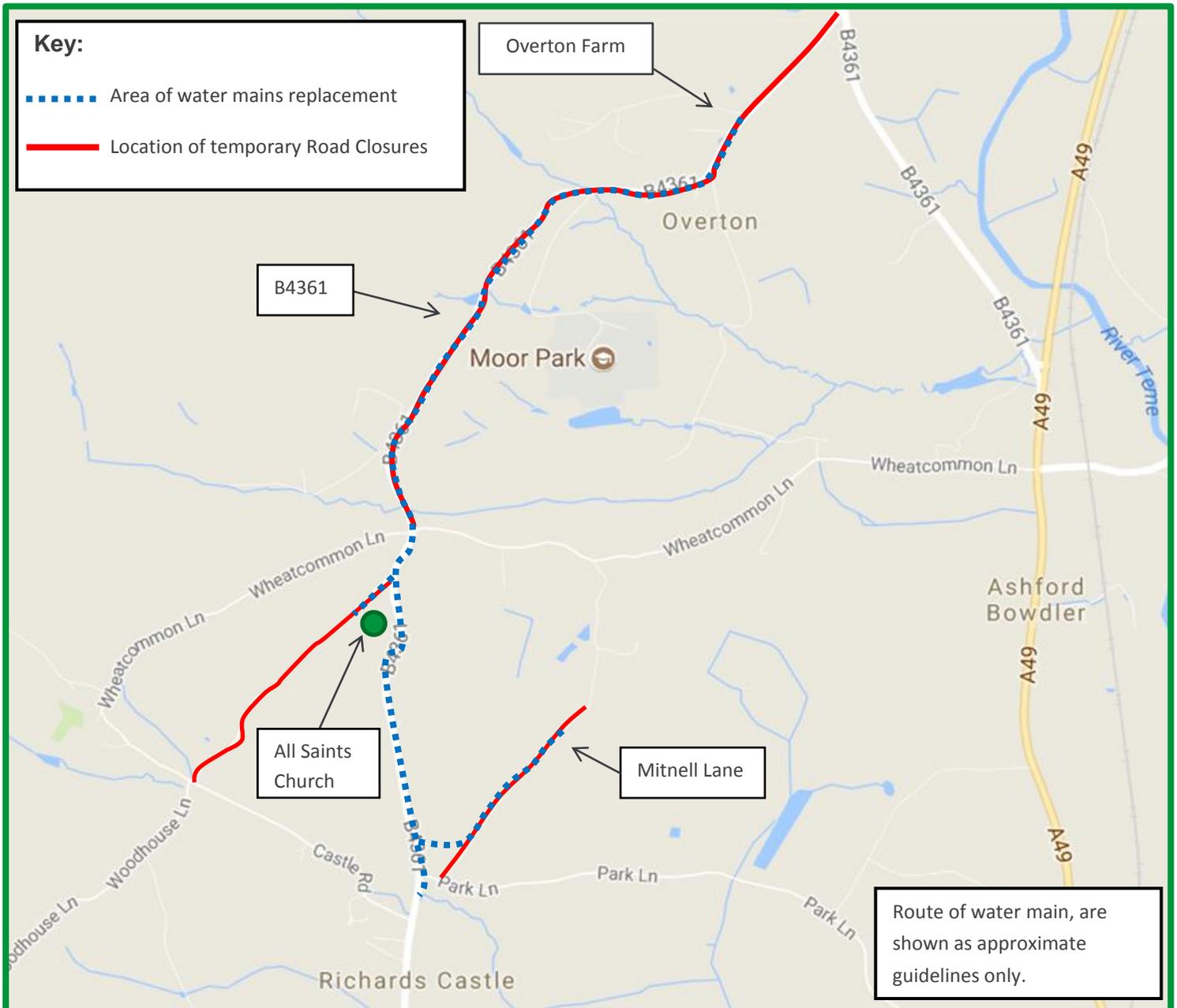
Towards the end of this project, works will then happen along a short section of road adjacent All Saints Church near the car parking area, and also along parts of Mitnell Lane. This work will require the use of road closures during working day hours and then remove the closure each evening. The exact dates and durations of these final phases will be communicated with you nearer the time of this work happening. We expect the completion of this project will take around six to seven months.

Location of the new water pipe and areas of the road closures can be found on the rear diagram provided.

Please bear with us...

Although it's really important, we appreciate that road closures and traffic signals can, at times, be inconvenient, it ensures that we keep everyone safe and enables the work to be completed as quickly as possible. Pedestrian access will be maintained at all times. 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, please let us know if you have any specific requirements or needs.

Location Plan



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.

We'll be in The Village Hall at Richards Castle on Thursday 18 January, 4pm - 7pm.

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

Will we get the work completed within the time scales we state?

In our experience, because many of the water mains have been underground for a number of years, when we start to do the work, we can sometimes come across problems that can cause the job to last longer. If there are any changes to the works we will communicate this to you as soon as possible.

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:



Would you like free regular text updates about this project?

By texting **RICHARDS** to **01952 780333**, you can register for free weekly progress updates.



www.stw.works



07841 166554 – Steve Coventry, Amey Customer Liaison Officer

0800 521 660 – Amey 24hr Customer Service Centre

Please quote the project reference on the first page 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,

Dave Kiernan
Programme Engineer
Severn Trent