

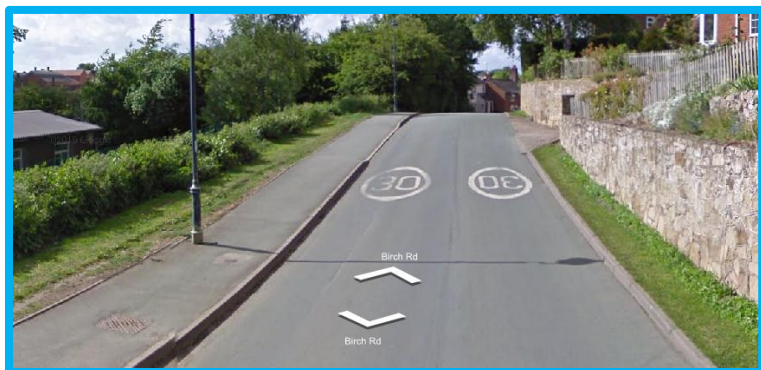
**Project Title:** Birch Road - Ellesmere

**September 2016**

Dear customer

**We're undertaking some works that may affect you...**

- We will be carrying out some works to install new water main on Birch Road
- Your water supply may be temporarily interrupted at some point during this work
- Work will start week commencing Monday 7 November 2016
- Works are expected to last approximately 10 days



### Why are we doing this work?

Our pipes have been servicing your local community for many years and to make sure it stays that way we are investing to renew parts of the existing water pipe, this work will ensure that our customers can continue to enjoy a reliable supply of water for many years to come.

### Where is the work taking place?

The work will involve connecting a short section of new pipes on to the existing water main between the new development site and the Army Cadet Centre along Birch Road. To allow us to carry out this work safely and quickly, we will require the use of a road closure with a diversion route in place for alternative access. The plan overleaf shows the approximate location of the works.



### How do we plan to minimise disruption?

We understand that road works can be inconvenient for local residents, which is why we will be taking the following steps to make sure we cause minimum disruption:

- Our contractors Amey will complete the work on our behalf, to carry out this work effectively and safely it will be necessary to complete this work using a range of traffic management such as a road closure and signage and guarding.
- Access to frontages will be maintained where possible to frontages.
- Alternative access will be provided with the use of a sign posted diversion route.
- We aim to complete the works within the time frame we have stated above, but will try to finish before this date.
- There maybe a time when we will be required to interrupt your water supply, however we will give 48hrs prior notification for any planned shut that is due to last longer than 4hrs.

### 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 Compensation Manager [businesscompensation@severntrent.co.uk](mailto:businesscompensation@severntrent.co.uk) for further advice.

### Who do I contact about these works?

Our contract partner, Amey will be carrying out the work on our behalf and you can contact them on the number below:

Call Centre	Amey	24hrs Call Centre	0800 521 660
Steve Coventry	Amey	Customer Service	07841 166554

You can also get in touch via email: [STW.Works@amey.co.uk](mailto:STW.Works@amey.co.uk). Don't forget to quote the project title shown 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

Thank You - Severn Trent Water