

:: Please keep this letter handy until the work is complete ::

Severn Trent Water
PO Box 407
Darlington
DL1 9WD

Our Customer

May 2024

Dear Customer

We're improving your supply of wonderful water

Every so often we need to replace old water pipes, so we'll be in your area soon to do this. This will reduce the risk of leaks and bursts and will ensure a secure water network for years to come.

Important information

The work is due to start on 28 May 2024 with a road closure on Tomlow Road, before moving onto traffic lights along the A425 towards Lower Shuckburgh. **Please see table overleaf of where we'll be working.** This work will take **approximately 21 months** to complete the 6km mains renewal in total.

Keeping you safe

During this job, **we'll need to close Tomlow Road, Jubilee Avenue and Sawbridge Road to through traffic whilst working on them**, in order to keep you and our teams safe and complete the work as quickly as possible. A diversion route will be in place, and access to homes and businesses will be maintained where it's safe to do so. **We'll also need to put multi-way traffic lights in place along the A425 throughout the works.**

Will my water supply be affected?

If we plan to interrupt your water supply, we'll notify you in advance with a card posted through your door. During or after the work, there's a small chance your water may appear discoloured. This is nothing to worry about, and will quickly go back to normal. To find out more about clearing discoloured tap water, please visit our website www.stwater.co.uk/discolouration.

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 at BusinessLoss@severntrent.co.uk for further advice.

Thank you for bearing with us

We appreciate that it can be inconvenient to have work happening in your area – but please be assured that we, along with our contract partner Watertight Management Ltd, will do all we can to minimise disruption where possible.

Location of work

Location	Traffic Management	Approx Start	Approx Duration
Tomlow Road	Road Closure	28.05.24	3 weeks
Southam Road (A425)	Multi-way Traffic Lights	03.06.24	2 weeks
Shuckburgh Road (A425)	Multi-way Traffic Lights	03.06.24	4 months
Napton Road (A425)	Multi-way Traffic Lights	21.10.24	5 months
Main Street (A425)	Multi-way Traffic Lights and Junction Closure on Jubilee Avenue	03.03.25	4 weeks
Park Hill (A425)	Multi-way Traffic Lights	31.03.25	3 weeks
Park Lane	Some Carriageway Incursion	21.04.25	2 weeks
Sawbridge Road	Road Closure	05.05.25	10 weeks
Southam Road (A425)	Multi-way Traffic Lights	14.07.25	7 months

Please note that the programme can change due to circumstances out of our control.

Stay up to date with the work

- Get in touch with me **Shannon Currall** on **077665 10983**
- Visit our 'Planned Improvements' webpage at www.stw.works
- If you have a query out of office hours, please contact our 24 hr Customer Contact Centre on **0800 783 44 44**

Yours faithfully

Shannon Currall
Community Communications
Severn Trent