

Our Ref: SN017/0265

13 August 2018

Dear Customer

Ovingham Rainwise initiative

We would like to update you about the work we are planning in **Ovingham** as part of our ongoing Rainwise initiative. Northumbrian Water and Northumberland County Council continue to work together to deliver sewer flood risk reduction and surface water management within the village.

A phased delivery approach is to be adopted;

Stage 1 – Playing Fields north of Piper Road & Horsley Road (**Autumn 2018**)

Stage 2 – Dean Garth & Horsley Road (**Spring 2019**)

We have enclosed schematic drawings which illustrate the Stage 1 and stage 2 works

Together with our supply partner, ESH-MWH we plan to commence Stage 1 of the works on **Tuesday 28th August 2018**. We anticipate that works will be substantially complete on 3 December 2018.

The Stage 1 work in the playing fields consists the construction of bunds and Swales along with a shallow basin. Work will also be undertaken at the junction of Horsley Road with Main Road. The highway drainage will be disconnected from the Northumbrian Water combined sewer and connected into the surface water system.

Road closures will be necessary and this work is planned for half term (29th October 18 to 02nd November 18). Additionally on Horsley Road a new gully will be provided along with a small grassed basin constructed within the Dean Garth verge. These new assets will not be brought into use until the completion of Stage 2

We continue to work closely with Karbon Homes; you may have noticed the construction work in the fields to the east. Karbon Homes are currently constructing their off site surface water sewer. Karbon Homes will then divert Pipers Hole and construct a swale and bund north of the new development. For more information please refer to the schematic drawings.

Stage 2 Dene Garth (Spring 2019) – The farm land north of Dean Garth will be

re-profiled and bunds constructed to create a basin to prevent excess overland flow spilling towards the adjacent housing. Surface water from Horsley Road will be diverted into a drainage ditch by reshaping the highway and the provision of drop kerbs.

Construction traffic will need access to the working area, including our site compound, which will be located off **Ovingham Road**. While there may be an increase in vehicle activity during the works, access for residents and those using the area will be maintained at all times. If you are going to be directly affected by our work, our site team will contact you.

You can find out more information about our project and receive regular updates while works are in progress, by visiting our community portal at **www.nwlcommunityportal.co.uk** and following the link to the Ovingham page.

For more information about our Rainwise initiative and how you can get involved, see **www.nwl.co.uk/rainwise**.

We would like to thank you in advance for your patience and understanding while we carry out this essential work.

If you require any further information or advice please contact our Customer Centre on **0345 717 1100** or visit **www.nwl.co.uk** to request a call back from the project team.

If English is not your first language, please call our customer team and we can arrange for an interpreter to join the call to assist. You can also follow us on twitter **@nwater_care** and **@NorthumbrianH2O**.

Yours faithfully

Ian Davison

Project Manager

Please be aware that bogus callers, people who claim to be employed by Northumbrian Water or 'the water board', but who are only interested in stealing from your home, are known to operate in our supply area.

All our employees carry official identity cards which we strongly advise you to check before letting anyone into your home. If you are in any doubt about the validity of a caller claiming to be from Northumbrian Water do not let them into your property. Call the police immediately to report this, or our customer centre on 0345 717 1100 to confirm they are genuine.

Our employees will not object to waiting outside while you carry out these checks. For extra peace of mind customers can register a password with us – if we need access to your home we will know and use this word.

