

Project title: Keyham
Project ref: 6136990

WONDERFUL ON TAP



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

Our Customer

Severn Trent Water
Customer Care
PO Box 407
Darlington
DL1 9WD

December 2018

Dear Customer

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

Every so often, we need to replace old water pipes. That's because the risk of bursts increases as the years pass – and we're really keen to avoid this.

Therefore, we're going to replace the old pipes in the **Keyham area** with some brand new ones.

Where and when the work will take place

The work will start **early January 2019** on Keyham Lane East and progress toward Keyham. In order to complete the work quickly and safely, we'll need to implement a **road closure** along Keyham Lane East and Ingarsby Road.

The first section will run from the Beeby Road junction to the Keyham Lane junction. Once this is complete, we'll re-open the road and move the closure onto Keyham Lane East/ Ingarsby Road. If you live within any of the road closures, our team will keep access open for you at one or both ends of the closure. There may be times when we may have machines or Lorries in the roadway so please bear with us, and the team will move out of your way as soon as it's safe to do so.

Once the first two sections have been completed, we'll then move into Keyham village to replace the water pipes so we'll write to you again with more details. **Please see a map overleaf for further details.**

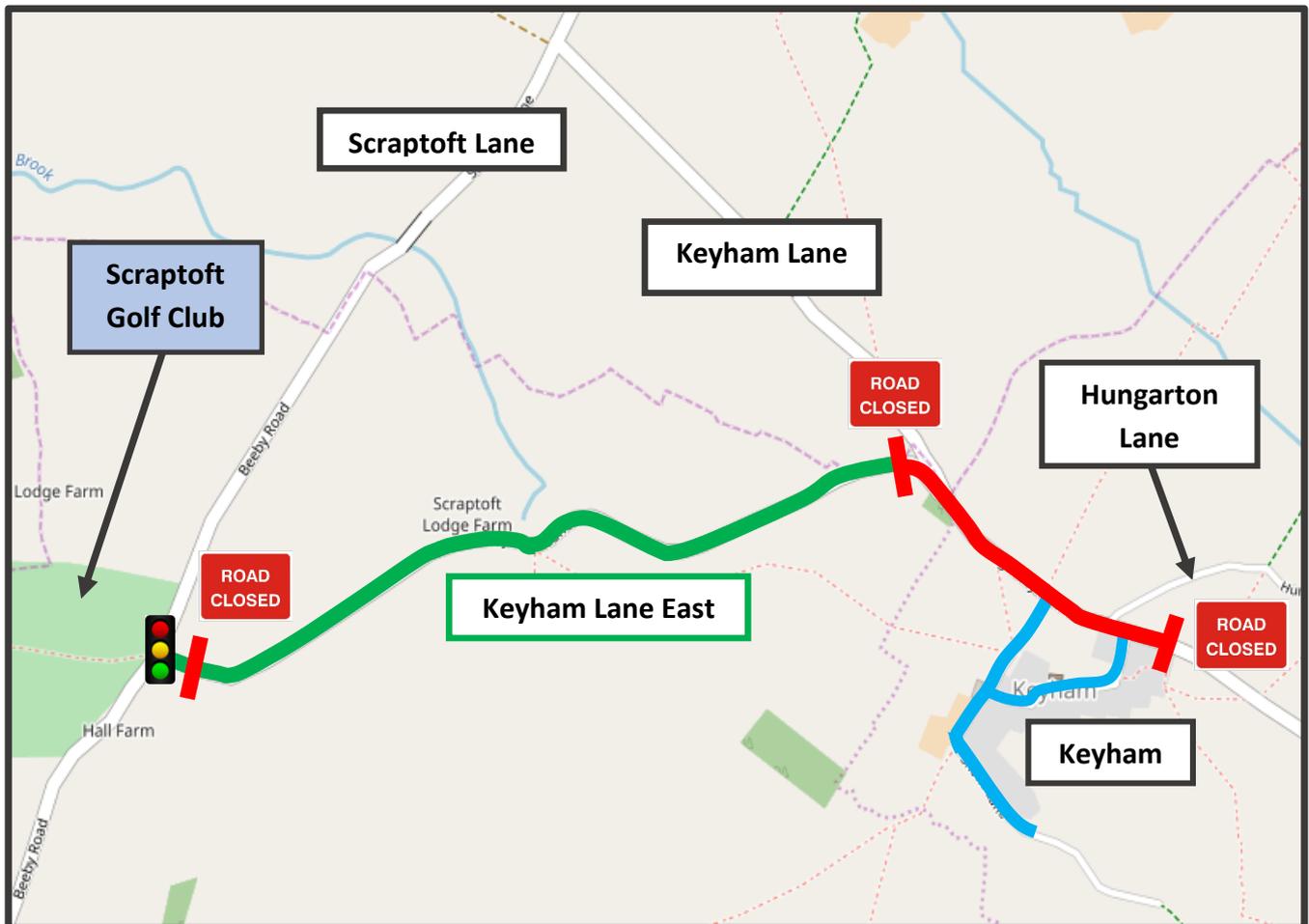
Thanks for bearing with us

We fully appreciate that it can be a bit of a pain to have this work happening near your home - but please be assured that we, along with our contract partner Amey, will do everything we can to minimise any disruption and get your brand new water pipes as quickly as possible.

Will my water supply be affected?

If we plan to interrupt your water supply we'll notify you in advance with either a knock on the door or a card posted through. In the unlikely event you experience discoloured water during our works, please run your taps for 20 minutes until the water runs clear before use.

Location of the work



Order	Key	Road name	Traffic Control	Duration
1		Keyham Lane East	Road Closure (Access to properties only)	4 weeks
2		Keyham Lane E / Ingarsby Road	Road Closure (Access to properties only)	2 weeks
3		Snows Ln / Main St / Kings Ln	TBC	5 weeks
4		Beeby Road junction	Traffic Lights	2 Weeks

Stay up-to-date with the work

- Get in touch with me **Timothy Ip**, on **07789 903918** (please quote the project reference)
- Visit our '**Planned Improvements**' webpage at www.stw.works to see how the work is progressing
- Please let us know how we are doing at: www.stwater.co.uk/howsourwork

Yours faithfully

Timothy Ip
Communications Officer, Severn Trent