

Project Title: Swinford
Project Ref: 6144627

WONDERFUL ON TAP

The logo for Severn Trent, consisting of a blue rectangle with the word "SEVERN" in white capital letters, and a green rectangle below it with the word "TRENT" in white capital letters.

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

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

June 2020

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. We're therefore going to replace the old pipes in **Swinford** with some brand new ones.

Where and when the work will take place

The work will start week commencing **29 June 2020** and will take **three months to complete**. Our team will start on Rugby Road and will progress towards Swinford via Kilworth Road. Once we're in the village, we'll progress onto High Street before finishing on Rugby Road. To ensure the safety of you and our team throughout, we'll need to complete the work under a combination of **temporary traffic lights and road closures**. If you live within any road closure, you'll still be able to gain access to your property. Please see more information overleaf.

****Please note that we're still undertaking essential works to protect the water supply which is really important at this difficult time. Our workforce will try to keep two metres apart wherever possible, but at times may need to work closely together when they have no other option to ensure their own safety during a task.**

Thank you for bearing with us

We fully appreciate that it can be a bit of a pain to have this work happening near you - but please be assured that we (along with our contract partner Amey) will do everything we can to minimise any disruption and complete the work as quickly as possible.

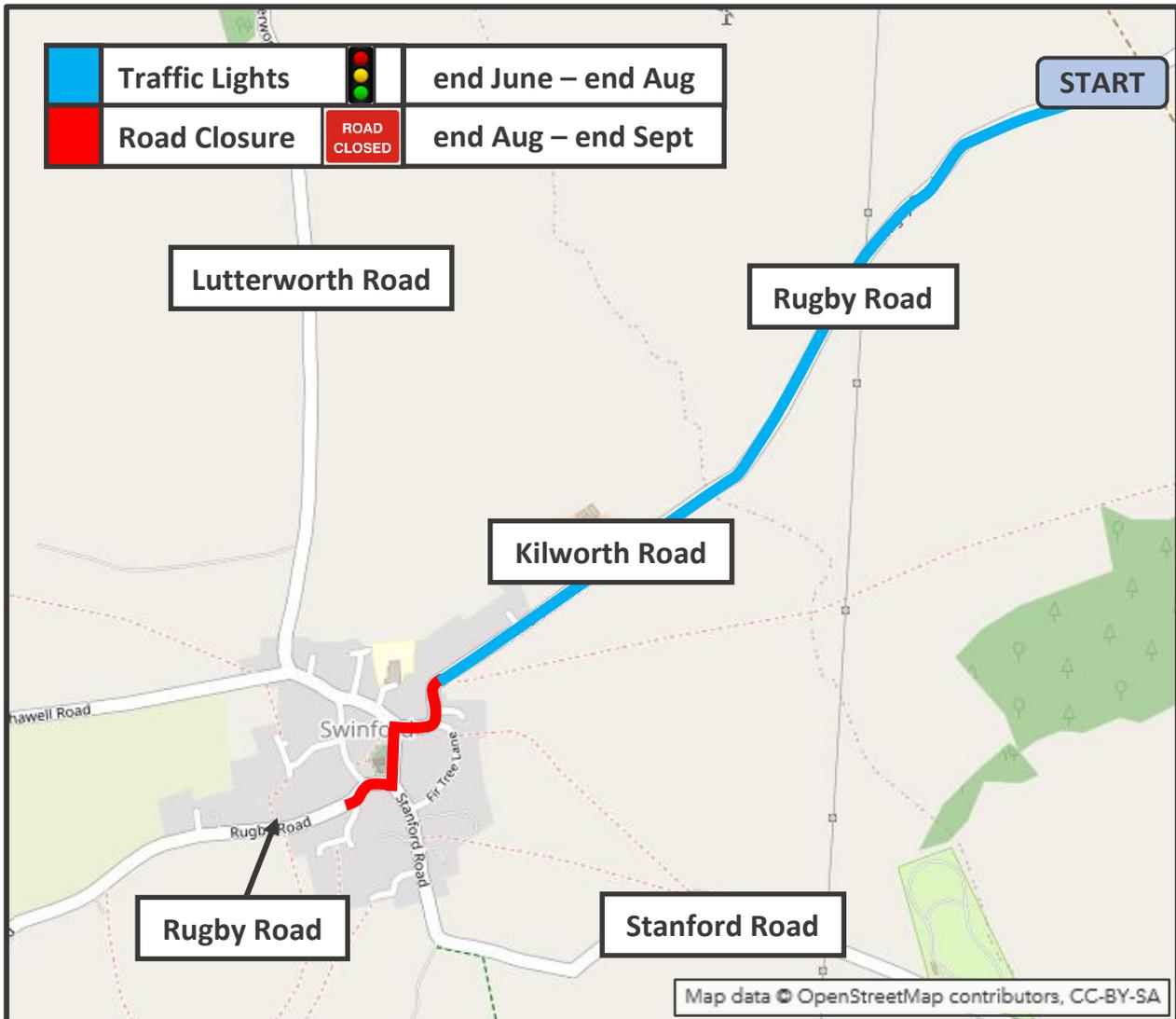
Will my water supply be affected?

If we plan to interrupt your water supply, we'll notify you in advance with a card stating the date and the earliest start and latest end time of the interruption. At this difficult time, we'll ensure that the interruption is kept to an absolute minimum. You may want to store some extra water in jugs or containers during this period so you can continue to wash your hands and flush the toilet.

If you're unable to do this, we'll provide some contact details with your card so we can arrange an alternative during the interruption.

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. For further information, please visit our website www.stwater.co.uk/dicolouration.

Location of the work



Stay up-to-date with the work

- Please visit our 'Planned Improvements' webpage at www.stw.works to see how the work is progressing
- Get in touch with me **Timothy Ip**, on **07789 903918** (please quote the project title)
- If you have a query out of office hours, please contact our 24hr Customer Contact Centre on **0800 783 44 44**

Yours faithfully

Timothy Ip
Communications Officer, Severn Trent