

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

Severn Trent
PO Box 407
Darlington
DL1 9WD

June 2025

Dear Customer

Important update on our work in your area.

We would like to thank you for your ongoing support and patience whilst our work is taking place.

Great news the teams have installed 4km of the 13km of water main to be laid in Great Barrow.

Team one is progressing well between the junction of Wildmoor Lane along Station Lane to the Railway Bridge. This section of work will be complete by 16 June 2025. Team two is currently working along Barnhouse Lane towards Norton Lane and will be completed by Friday 6 June 2025, on this section.

We will continue to have two teams working in different locations to enable us to finish this work as quickly as possible. Below is the current programme of work. We're sorry about the inconvenience this causes. **Please note that these dates may change due to progress by the team or by circumstances outside of our control.**

Teams	Works Location	Start Date	End Date	Traffic Management
1	Junction of Wildmoor Lane along Station Lane to the Railway Bridge	26/05/2025	16/06/2025	Rolling Road Closure
1	Railway Bridge along Station Lane to junction of Hawkins View	16/06/2025	01/08/2025	Rolling Road Closure
1	Junction of Hawkins View along Station Lane/Long Looms to Main Street junction	04/08/2025	29/08/2025	Rolling Road Closure
2	Junction of Long Green along Barnhouse Lane to Irons Lane junction	09/06/2025	27/07/2025	Road Closure
2	Junction of Barnhouse Lane along Irons Lane to Hollowmoor Heath junction	28/07/2025	15/08/2025	Road Closure
2	Junction of Irons Lane along Hollowmoor Heath to Heath Lane junction	18/08/2025	29/08/2025	Road Closure

Important things to know

Access to homes, businesses and emergency vehicles will be maintained. However, there may be occasions when vehicle access to your property is restricted for short periods of time; for example, when we're working on the road directly outside your property. We'll let you know in advance if this is going to be the case – please let us know if you have any specific requirements or needs. Please note that the road closures cannot be treated as a through road. Access to either side of the closure will be via the approved diversion route only. These restrictions are necessary to ensure the safety of both our customers and our workforce. We apologise for any inconvenience this may cause you.

Please bear with us

We know that it can be an inconvenience to have this work happening near you - To help make this scheme run as smoothly as possible – please continue to engage with the team on site, to obtain details of the work taking place. The local community building a relationship with our team out on site is important to us. Please be assured that we, along with our contractor partner **Heartlands Pipelines Ltd** will do everything we can to minimise any disruption.

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. The card is normally hand delivered **48 hours** before the planned interruption. At this difficult time, we'll ensure that the interruption is kept to an absolute minimum.

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 - businessloss@severntrent.co.uk for further advice.

Stay up to date with progress:

- If you have any queries about this work, please speak to the team on site who will help you in any way possible or get in touch with me on **07971 304604** between the hours of 08:00 – 17:00 Mon – Fri.
- Get the latest updates on our website <https://www.stwater.co.uk/planned-improvements>
- If you experience any issues with your water or sewerage service while the work is being done, please call our 24-hr operations centre on 0800 783 4444.

Yours faithfully

Catherine Webb

Community Communications

Severn Trent