

Project title: Dunton Basset to Broughton Astley
Project ref: 6137836

WONDERFUL ON TAP

SEVERN

TRENT

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

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

May 2020

Dear Customer

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

As you know in winter 2019, we replaced the old water pipes from the village of Dunton Basset to Broughton Astley. Now that the new pipes are in use, we need to take an old section along **Coopers Lane** out of service. Unfortunately, this could work could not be carried out until the new pipes were installed, but will allow us to mark the project as complete.

When and where the work will take place

Our team will start work on **26 May 2020** on Coopers Lane and expect the work to be **completed within one week**. Due to the location of the old pipework, we'll need to close Coopers Lane so we can complete the work quickly and safely.

The road will be closed as it was previously, between the Lutterworth Road junction and the junction of Main Street. If you live within the closure, you'll still be able to gain access to your property, and there will be a signposted diversion route to navigate traffic around the working area.

****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.**

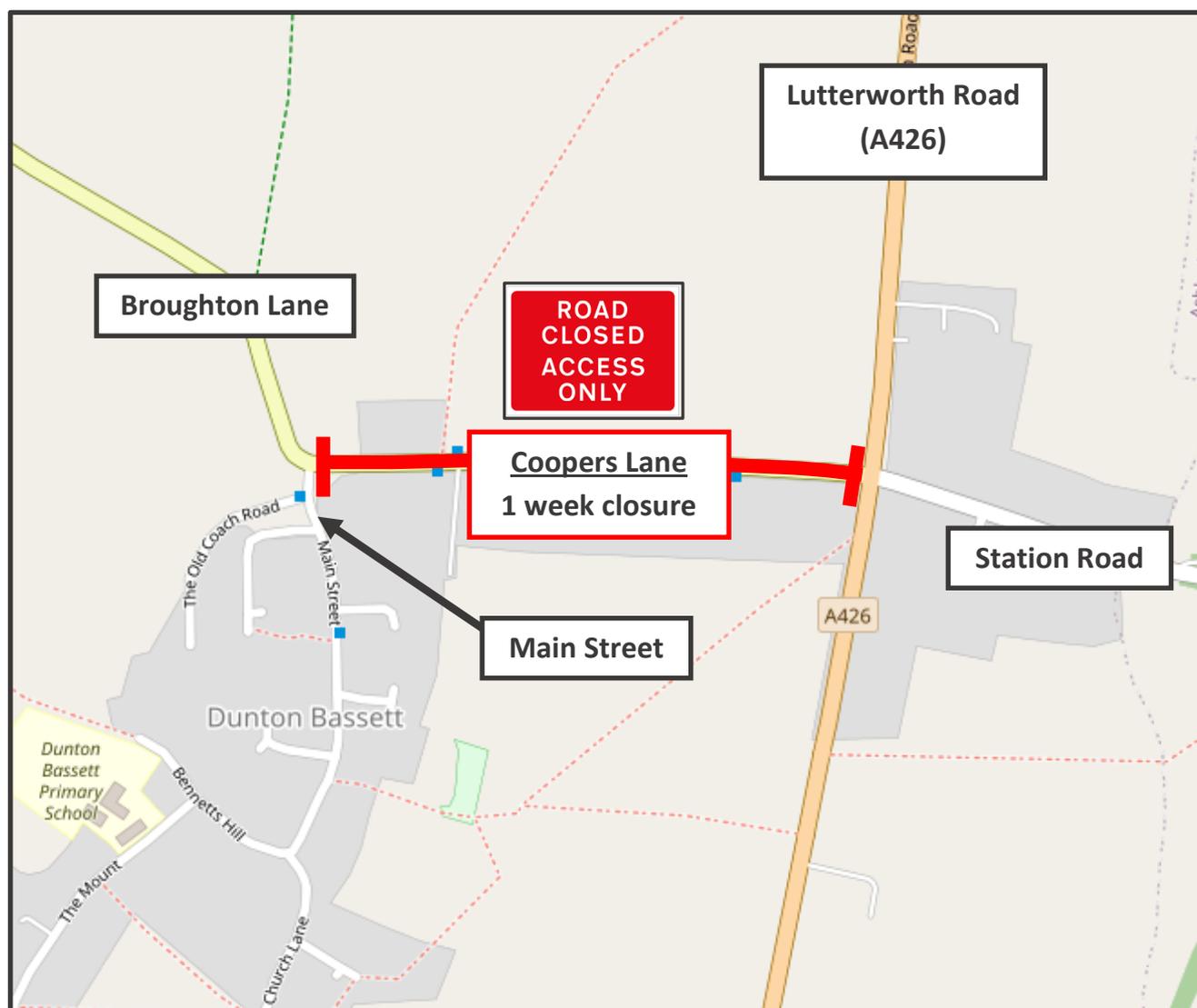
Thank you for bearing with us

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?

We don't anticipate any interruptions to your water supply but if do, 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 any interruption is kept to an absolute minimum.

Location of the work



Stay up-to-date with the work

- Get in touch with me **Timothy Ip**, on **07789 903918** (please quote the project reference: **6137836**)
- If you have a query out of office hours, please contact our 24hr Customer Contact Centre on **0800 783 44 44**
- Visit our '**Planned Improvements**' webpage at **www.stw.works** to see how the work is progressing

Yours faithfully

Timothy Ip
Communications Officer, Severn Trent