

Project title: Dunton Bassett to Broughton Astley

Project ref: 6137836

WONDERFUL ON TAP

SEVERN

TRENT

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

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The Customer
Hall
40 Station Road
Broughton Astley
Leicester
LE9 6PU



Severn Trent Water

Customer Care

PO Box 407

Darlington

DL1 9WD

October 2019

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 **Dunton Bassett and Broughton Astley** with some brand new ones. The work will be completed in **two phases** on either side of the Christmas and New Year period.

Phase 1 – 28 October 2019 until 20 December 2019

We'll start work at the **Coopers Lane / Lutterworth Road junction** and will progress towards the Main Street junction in Dunton Bassett. At the same time we'll install new pipework along the **Station Road service road** in Broughton Astley. This section will start and finish between the two dead ends in the road.

Phase 2 – 6 January 2020 until April 2020

The work will restart after the festive period at the Main Street junction and will progress for 1.5 miles towards Broughton Astley via Broughton Lane and the B581 (Dunton Road/ Station Road) and will finish at Broughton Way. **Please see the attached map overleaf for further information.**

Keeping you safe

Due to the size and location of the water pipe, the team will be using extensive equipment within the carriageway. To ensure the safety of you and our team throughout, we'll unfortunately need to implement a **rolling road closure** as the work progresses from Dunton Bassett to Broughton Astley.

Our working areas will be split up into 200 metre sections and the team will put the road back together as we progress. Depending on where you live and the location of our working area at the time, access to your property will change between Coopers Lane or via Broughton Way.

Thank you for bearing with us

We understand our work will add extra time and distance to your daily commutes, so we're extremely grateful for your patience whilst we carry out these essential improvements. 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 installed as quickly as possible.

Where are the workers?

Sometimes our teams may be set up but not actually on site. There may be various reasons for this such as:

- Waiting for or collecting equipment
- Flushing the water pipes from a valve point further away
- Waiting for water quality sample results
- Finished and awaiting the reinstatement team to come along

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. It's advisable to avoid using any appliances connected to the water supply during this period.

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. We'll be doing our best to make sure your water supply is unaffected for the duration of our work. For further information, please visit our website www.stwater.co.uk/discolouration.

Come and see us...

We understand that road works are disruptive, so if you would like to find out more about why we're doing the work or share any concerns you have, please come and meet the team. We'll be at the **Broughton Astley Village Hall on Tuesday 22 October 2019 between 15:00PM and 19:00PM.**

Stay up-to-date with the work

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

Yours faithfully

Timothy Ip
Communications Officer, Severn Trent



