

Project title: Bedford Square
Project ref: 6146724

WONDERFUL ON TAP



SEVERN
TRENT

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

Our Customer

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

February 2021

Dear Customer

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

Every so often, we need to carry out improvements to our water pipe network. That's because as the demand for water increases, we need to ensure your water supplies are secure for the future. As a result, we'll be renewing the water pipes in the area whilst moving some of our existing pipes for Charnwood Borough Council who are carrying out a significant regeneration project widening and re-pathing footpaths to create a high-quality and attractive street scene. This will help minimise any disruption to residents and business in the area.

Where and when the work will take place

The work will start week commencing **1 March 2021** from Cattle Market near to Devonshire Square, and the team will work along Ward's End to New Street. We expect the work to **take six weeks to complete**. To keep you and our workforce safe, we'll need to use signs and barriers around our working area and parking will be restricted. Access to homes and businesses will always be maintained, please see the map overleaf to see our working area.

Please be aware that although we try to stick to these dates, they may change due to circumstances beyond our control.

Thanks for bearing with us

We know that it's a pain to have this work happening near your home or business, 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 you your brand-new water pipes as quickly as possible.

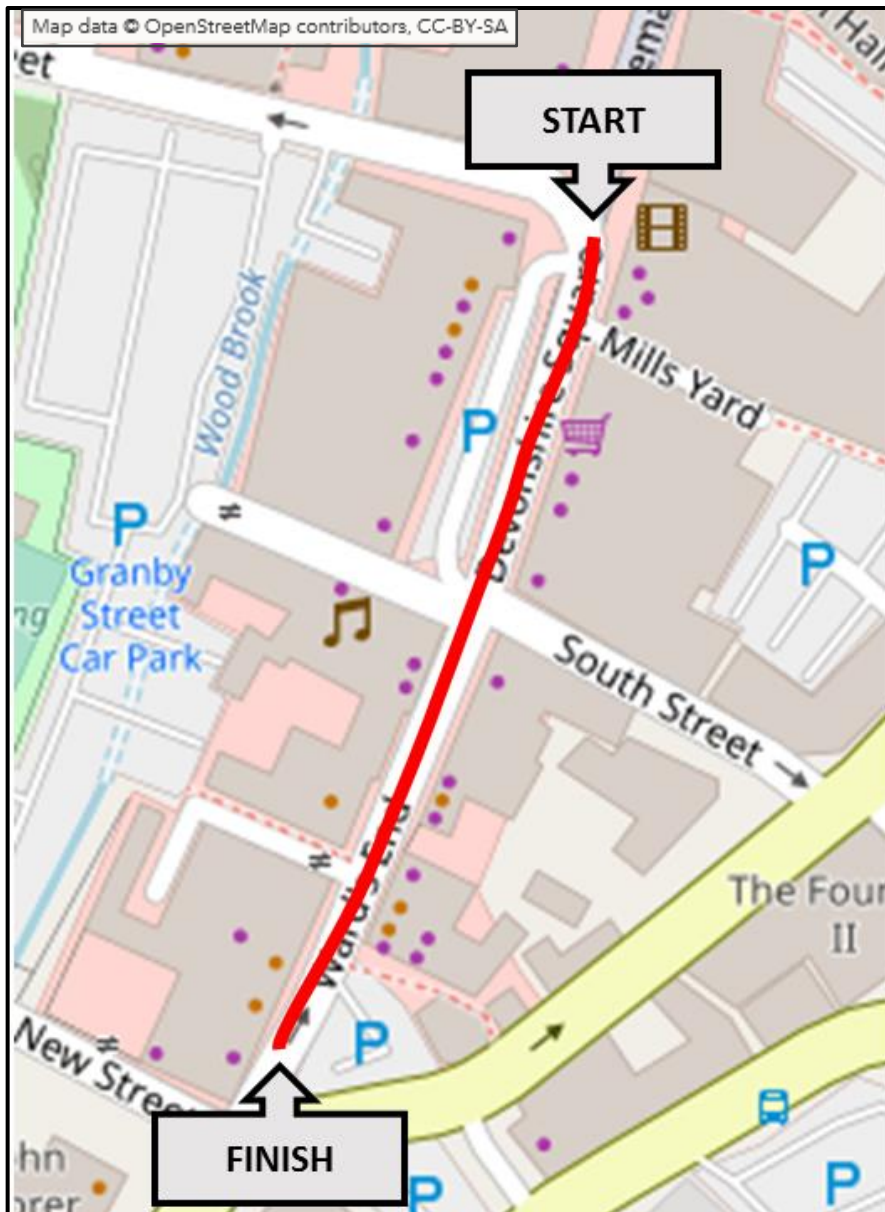
Important COVID-19 update

Please note that during these difficult times our teams are keyworkers and are carrying out essential work to protect water supplies. They'll be following Government Covid-19 guidelines and we ask that you help us to protect everybody by keeping a 2-metre distance.

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, the earliest start and latest end time of the interruption, please rest assure that we'll keep these times as short as possible.

Location of the work



Stay up-to-date with the work

- Get in touch with me **Amey**, on **0800 521660** (please quote the project reference 6146724)
- If you receive any issues with your water or sewerage service that isn't related to this work, then please contact our 24hr Customer Contact Centre on **0800 783 44 44**.

Yours faithfully

Scott Minchin
Project Engineer, Severn Trent