

Project title: Wanlip Lane
Project reference: 6134412

WONDERFUL ON TAP

SEVERN

TRENT

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

Severn Trent
PO Box 407
Darlington
DL1 9WD

July 2018



OD2630_1666317010<777>_S385-PK193/1
The Customer
Birstall Parish Council
BIRSTALL ROAD
Birstall Road
Birstall
Leicester
LE4 4DH



Dear Customer

We're improving your supply of wonderful water in and around Wanlip Lane The work takes place from mid July 2018 to April 2019

Why are we doing this work?

The water pipes in the area have served your community well for many years, but have recently been showing their age. In order to ensure supplies are secure for the future we're going to be renewing some of those pipes.

When and where is the work taking place?

The work will start on Wanlip Lane week commencing **16 July 2018**. Once that is complete we'll be working on several side streets over the coming months through to **Spring 2019**. The map overleaf shows an overview of where we'll be working.

Please bear with us...

So that we can complete the work on Wanlip Lane quickly and minimise the impact on traffic we'll be temporarily closing the side roads. We'll start at the North end of Wanlip Lane and as we progress down past each side street that junction will be closed for a few days. We'll re-open them as we move along to the next one.

Although it's really important, we also know our work can be inconvenient. Please be assured that we, and our contract partner Amey, will be doing everything we can to minimise the disruption and get the work finished as quickly as we can.

Please note

This letter is being sent to you with a planned start date of 16 July 2018 however this may be delayed. Unfortunately, due to the impact of the very high demand for water we're experiencing in the hot weather, we need to take extra care of the network. This means that we may not be able to start the work on Monday as planned. I'm very sorry that I'm unable to confirm the start date but hope that you'll understand the need to let you know just in case. Please see our website for updates at the address below.

Will my water supply be affected?

If we plan to interrupt your water supply we'll notify you in advance with either a knock on the door or a card posted through. If you experience discoloured water at all during our works, please run your taps for 20 minutes until the water runs clear before use.

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 Compensation Team - businesscompensation@severntrent.co.uk for further advice.

Who do I contact about these works?

- If you have any queries about this work please get in touch with me on **07703 718436** or email me at sr.communitycomms@severntrent.co.uk
- For updates please visit our website at www.stw.works and go to the Planned Improvements page.
- Let us know how we are doing at: www.stwater.co.uk/howourwork

If your query is about your water supply or sewerage service, the number to call is 0800 783 4444 for our Customer Operations Service Centre.

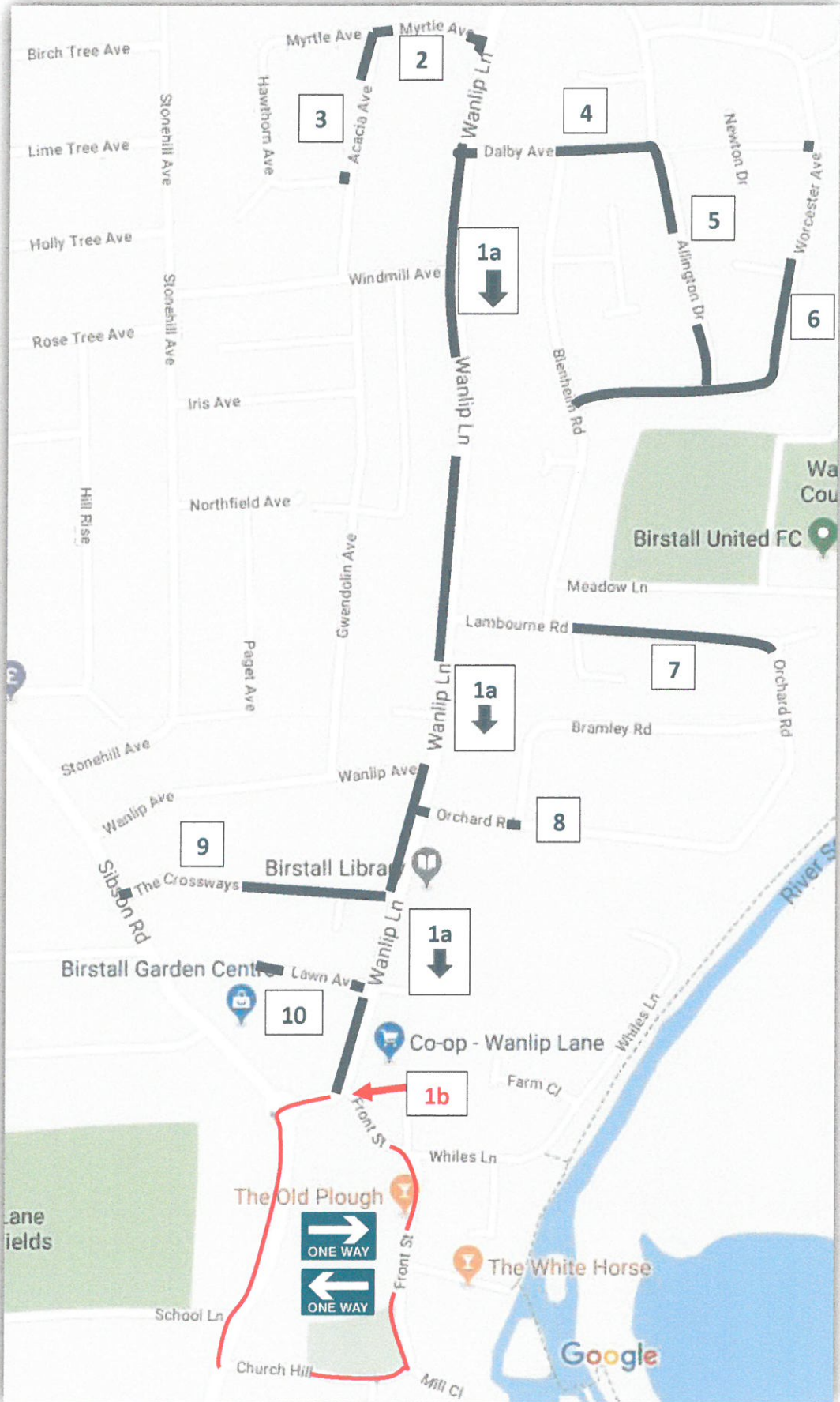
Yours faithfully

Helen Purdy

Community Communications

Severn Trent Water

Approximate location of the work



- Order of work:**
- 1a. Wanlip Ln
 2. Myrtle Ave
 3. Acacia Ave
 4. Dalby Ave
 5. Allington Dv
 6. Worcester Ave
 7. Lambourne Rd
 8. Orchard Rd
 9. The Crossways
 10. Lawn Ave

**1b Front St
One way system**

Please note that the one way system will be reversed for a short period in the Autumn. This is just while we finish the connection in the junction of Wanlip Lane and Front Street and will be fully signposted

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