

Project title: Lightwood Road
Project reference: 6140577

WONDERFUL ON TAP



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

September 2019

Dear Customer

We're improving your supply of wonderful water

Last month I wrote to you to advise that we'll be replacing the old water pipes on Lightwood Road and the surrounding roads. Unfortunately we were unable to complete this work due to environmental issues and we were asked to stop work temporarily whilst this issue was resolved.

Where and when the work will take place

I can confirm that we have been given the go ahead to re start week commencing **16 September 2019** from the junction of Lansdowne Road and Brown Edge Road, the team will work their way along Lightwood Road until they reach Lightwood Avenue. They'll continue onto Lightwood Avenue before finishing on Hogshaw Villas Road by Mid November 2019.

In order to carry out the work quickly and safely, we have agreed with the Highways to have a **rolling road closure in place on Lightwood Road and Lightwood Avenue** to get the work completed as quickly and safely as possible. We will also have signs and barriers around the holes. **It would really help us if you can keep the working area clear of parked cars during the day.**

Access to residents will still be maintained, please be aware, **if you live the A6 side** of Lightwood Road, Lightwood Avenue, Hogshaw Villas and the surrounding roads, you will need to follow the diversion signs.

****Please access St Anne's Catholic Primary School via Lansdowne Road or Brown Edge Road****

Thanks for bearing with us

We understand that it can be a bit of a pain to have this work happening near your home - but please be assured that we, along with our contract partner Amey, will do everything we can to minimise any disruption.

Will my water supply be affected?

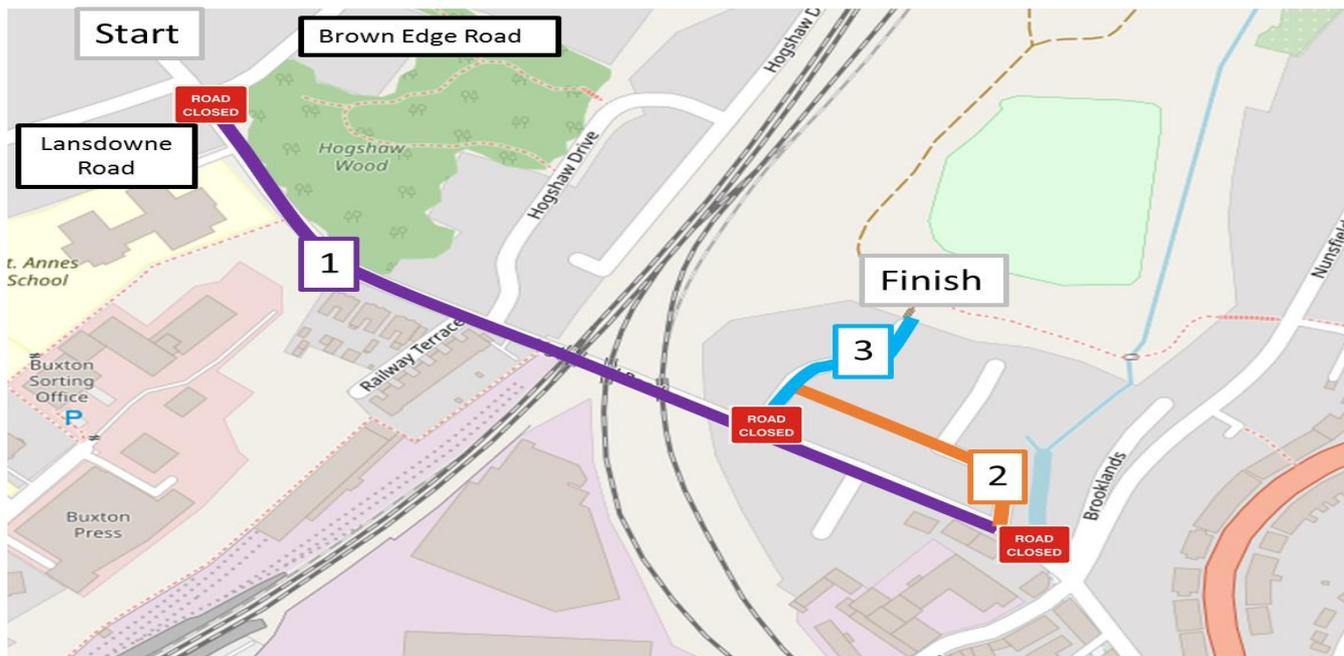
If we plan to interrupt your water supply we'll notify you in advance with a card posted through the door. During or after the work, there's a small chance your water may appear discoloured.

This is nothing to worry about, and will quickly go back to normal. To find out more about clearing discoloured tap water, please visit our website www.stwater.co.uk/discolouration.

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.

Location of the work



| Key | Road Name | Completed by | Traffic Management |
|-----|---------------------|----------------|-------------------------------------|
| 1 | Lightwood Road | Mid October | Road closure |
| 2 | Lightwood Avenue | End of October | Road closure |
| 3 | Hogshaw Villas Road | Mid November | Signs and Barriers around the holes |

Stay up-to-date with the work

You can stay up-to-date with the work in your area in the following ways:

- Get in touch with me - Rachel Lowe, on **07919 293817**
- Visit our 'Planned Improvements' webpage at www.stw.works and scroll down for 'Buxton' to see how the work is progressing.
- Let us know how we're doing at www.stwater.co.uk/howsourwork

You can call us on **0800 783 4444**, if you experience any issues with your water or sewerage service while the work is being done.

Yours faithfully

Rachel Lowe,
Communications Officer, Severn Trent