

Our Customer

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

November 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'll be replacing the old water pipes in **Crossings Road and Charley Lane with new ones.**

Where and when the work will take place

Work will start week commencing **11 November 2019** at the junction on Eccles Road and Crossing Road, the team will work their way up to the junction of Charley Lane and then along Charley Lane until they reach the Peak Forest Tramway Trail before Christmas 2019.

In order to carry out the work quickly and safely, we have agreed with the Highways to close sections of Crossings Road and Charley Road to through traffic in two phases. This means we can get the work completed as quickly and safely as possible. We'll also have signs and barriers around the holes. The team on site are very helpful and are happy to answer any questions you may have.

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?

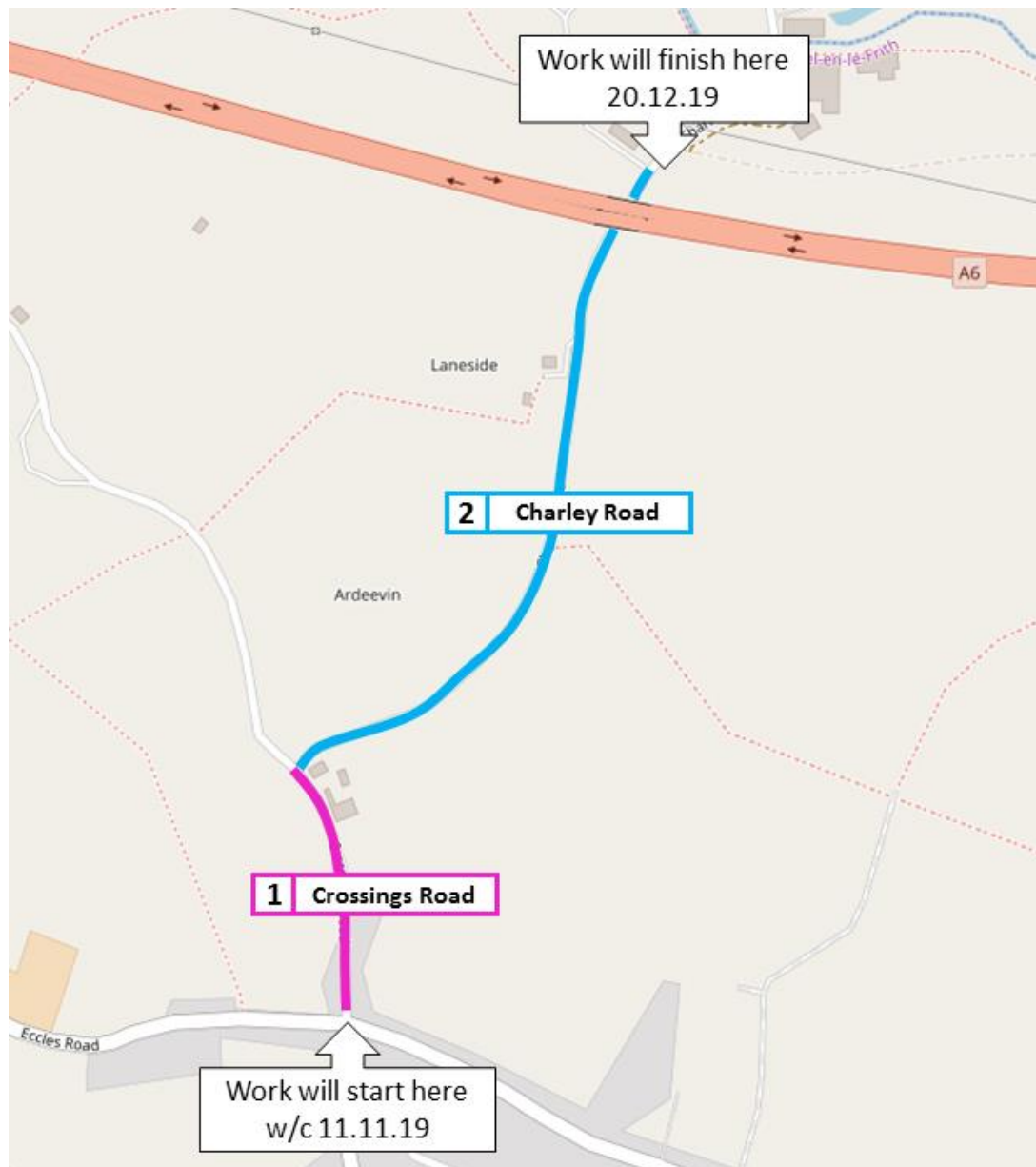
If we plan to interrupt your water supply we'll notify you in advance with a card stating the date and the earliest start and latest end time of the interruption. It's advisable to avoid using any appliances connected to the water supply during this period.

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. 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



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 - Lisa, on **07790 845234**
- Visit our 'Planned Improvements' webpage at **www.stw.works** and scroll down for 'Buxton' to see how the work is progressing.

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

Lisa Orme,
Communications Officer, Severn Trent