



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

Our Customer

Severn Trent
PO Box 407
Darlington
DL1 9WD

17th January 2023

Dear Customer

We're improving your supply of wonderful water

Why are we doing this work?

Every so often, we need to replace old water pipes due to leaks and bursts. We're investing around £2.3 million to lay nearly 7000m of new water pipes in your area to ensure supplies of wonderful water for the future.

When and where is the work due to take place?

You may see us working in more than one location of the Cannock Road, Fallings Park area, this is because there are lots of water pipes to replace. So, we can work as quickly as possible, we'll have two teams working at the same time but in different locations.

This project will start week beginning **30 January 2023** and will be completed by **Mid-July 2025**.

Below is a table of where we'll be working from **January 2023** until **December 2023**. We will write to you with an update on the second phase towards the end of the year, providing the location of our work, along with dates and duration.

Location of work

Team	Location	Traffic Management	Start	Duration
One	Bushbury Rd, junction with Cannock Rd	Road Closure	30/01/2023	2 weeks
One	Cannock Rd, junction Bushbury Rd to junction Victoria Rd	Road Closure	06/02/2023	16 weeks
One	Cannock Rd, junction Victoria Rd	Multiway signals	22/05/2023	6 weeks
Two	Lambert Rd	Road Closure	05/06/2023	8 weeks
One	Victoria Rd, junction Cannock Rd, to junction Bushbury Rd	Road Closure	03/07/2023	6 weeks
Two	Eastcote Rd, Warren Ave, Kennington Rd	Road Closures	31/07/2023	9 weeks
One	Bushbury Road, junction Cannock Rd to junction Victoria Rd	Multiway Signals	14/08/2023	2 weeks
One	Cannock Rd, junction Victoria Rd to junction Leslie Road	Multiway Signals	28/08/2023	22 weeks
Two	Norbury Rd	Road Closure	02/10/2023	8 weeks
Two	Inchlaggan Rd	Road Closure	27/11/2023	5 weeks

We will try to stick to these dates, but they may change due to circumstances beyond our control.

To allow us to carry out this work safely, we've agreed with the local authority to slow down the flow of traffic in sections, using traffic lights, lane closure and road closures around our working area.

We will maintain access to homes, businesses and emergency vehicles.

Your access maybe affected for short periods of time; for example, when we're working on the road directly outside your property. We'll let you know in advance if this is going to be the case – please let us know if you have any specific requirements or needs.

We're sorry

We know our work might be a pain, but please be assured that we and our contractor partner, **Onsite**, will do everything we can to minimise any inconvenience and complete the work as quickly as possible.

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 lasts time for the interruption. We'll do our best to make sure your water supply is unaffected for the duration of our work.

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 Loss team - BusinessLoss@severntrent.co.uk for further advice.

Who do I contact about the work?

- If you have any queries about this work, please get in touch with me on **07971 304604** between 08:00am – 17:00pm (please quote the project title – '**Cannock Road**')
- Visit our Planned Improvements website at www.stw.works
- If you experience any issues with your water or sewerage service while the work is being done, please call our 24-hr operations centre on **0800 783 4444**.

Yours faithfully

Catherine Webb,
Community Communications Officer, Severn Trent