

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

Severn Trent customer

Severn Trent
Customer Care
PO Box 407
Darlington
DL1 9WD

June 2024

Dear Customer

Water pipe work in the Farndon area

We want to make sure we all have plenty of wonderful water – today, tomorrow and in the years to come and we're investing £1.2million to make sure everyone in Farndon and Holt receives a reliable and sustainable water supply. That's why we're installing a brand-new water pipe starting on the Holt side of the riverbank, ending at the junction of Church Street. Please see map below. Once phase 1 of the work is complete the overland pipe which is currently running along Farndon Bridge, will be removed.



Information you need to know

This work will start on **Monday 8 July 2024** and is due to be completed by end of **December 2024**. **Please be aware that although we try to stick to these dates, they may change due to circumstances beyond our control.**

Please see table below which explains what traffic management is to be used. To carry out some of the work safely we've agreed with the local authority to close some roads to through traffic. We know the impact road closures have on communities and only do it when it's absolutely necessary for the safety of residents and our team. Access to homes, businesses and emergency vehicles will be maintained. There may be occasions when vehicle access to your property is restricted for short periods of time; for example, if 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.

Table of work

Location	Traffic Management	Start	Duration
Phase 1 - Either side of Holt Bridge	2 Way Traffic Signals	08.07.24	04.11.24
Phase 1 - Green Street junction onto Holt Bridge	Road Closure Access for Residents only via Cross Street	08.07.24	04.11.24
Phase 2 - High Street	One way system (direction Chester to Wrexham)- Road Closure	04.11.24	23.12.24
Phase 2 - Bridge Street	On Way System	04.11.24	20.12.24
Phase 2 - River Lane junction onto High Street	Junction Closure (No Access via High Street)	04.11.24	15.11.24
Phase 2 - Churton Rd junction onto High Street	Junction Closure (No Access via High Street)	25.11.24	06.12.24
Phase 2 - Church Street junction onto High Street	Road Closure (No access via High Street)	09.12.24	20.12.24

Please be assured that we, and our contract partner Watertight Management Limited, will be doing our best to minimise the disruption. There will be a designated diversion that will be sign posted as you approach the working area from all routes.

Come and find out more:

If you have any questions or would like to know more about what's happening, we're hosting a drop-in session at **Farndon War Memorial Hall, Church Lane, Farndon, CH3 6QD** on **Friday 12 July 2024** at **16:00 till 19:00**. It's your chance to meet the project team and ask us any questions about the work and for us to find out more about your area, which we may find useful during the scheme.

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.

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. The card is normally hand delivered **48 hours** before the planned interruption.

You may want to store some extra water in jugs or containers during this period so you can continue to wash your hands and flush the toilet. It's advisable to avoid using any appliances connected to the water supply during this period.

Who can I contact?

- If you feel comfortable to do so, please speak to our team on site, who will be happy to help you where possible.
- If not, you can get in touch with me on 07971 304604 during normal office hours, quoting the project title **Farndon River Crossing, quoting B/B 6149260**.
- 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 783 444.
- Please visit our 'Planned Improvement's' webpage at www.stwater.co.uk/planned-works to see how the work is progressing.

Yours faithfully

Catherine Webb
Community Communications Officer - Severn Trent