

Project title: Shop Lane
Project reference: 6125783

January 2017

Dear Customer,
We're making improvements that may affect you

- **New water mains planned for your area**
- **Work will be completed in phases through Sarn**
- **Your water supply may be temporarily interrupted at some point during this work.**



Why are we doing this work?

Our pipes have been servicing your local community for many years and to make sure it stays that way we are replacing approximately two and a half kilometres of existing water pipes that have been prone to leaking and bursting, interrupting our customers water supply.

When and where is the work taking place?

This essential work will commence from Monday 27 February 2017, we expect this work will last for approximately eight to nine weeks and will be undertaken in phases as shown below:

Phase 1: The first part of this project will begin from late February 2017 and will take place through a section of private land adjacent with Shop Lane, before then moving into the road near the junction of Spring Bank, finishing this phase of work at the junction of A489. We expect this phase will last approximately two weeks.

Phase 2: The next phase of this vital work will then continue along the A489 working past Holly Trinity Church to the junction of Wern Lane, this will be undertaken with the use of temporary traffic lights from early March 2017, for a period of three weeks.

Phase 3: The remaining phase of work will then take place through short sections of private land adjacent with Wern Lane, before moving into the road near Sarn Severn Trent pumping station, working past the poultry farm finishing this work at Wern reservoir. During this phase a road closure will be used for approximately three to four weeks, to allow for the works to take place safely along the road.

Would you like to know more?

If you would like to know more about these vital works, you are welcome to come and see us at our public drop in session on **Thursday 26 January 2017** at **Sarn Village Hall**, between **4pm** and **7pm**, where our team will be available to answer any questions you may have about our upcoming works in your area.

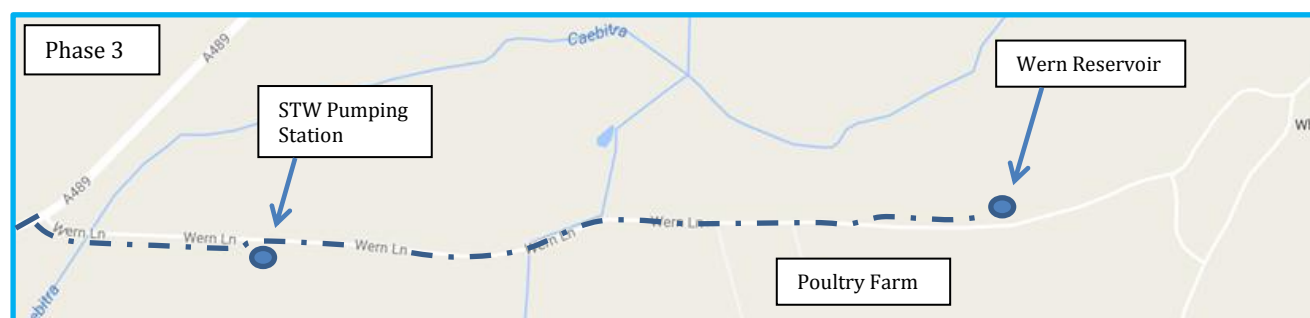
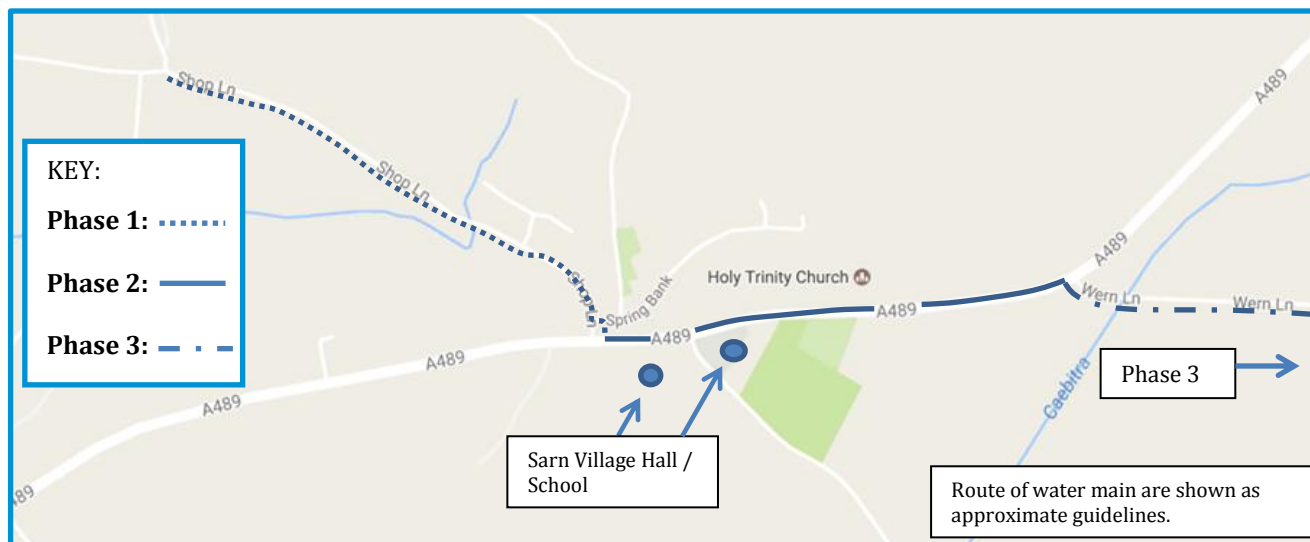
Would you like free regular text updates?

By texting **SARN** to **01952 780333**, you can register for free weekly text updates on the progress of our Improvement works in your area.

What we will do to keep the disruption to a minimum

We understand that road works can be inconvenient for local residents, which is why we will be taking the following steps to make sure we cause minimum disruption:

- Temporary traffic management will be used in places to allow the work to be carried out in safe and controlled manner moving along sections of Shop Lane and A489.
- Alternative access will be provided with the use of a sign posted diversion route during the closure of Wern Lane, please prepare and allow extra time for your journeys to avoid delays.
- There may be a time that we need to interrupt your mains water supply; we will give 48hrs prior notice of any planned water interruptions, greater than 4hrs.



Will we get the work done within the timescale we are stating?

In our experience, because many of the water mains have been underground for a number of years, when we start this work we can sometimes come across problems that can cause the job to last longer. Therefore dates and durations of the above work may change, if we experience any progression or delays, we will keep you informed of these.

Retail Businesses

If you own and operate a business which benefits from customers visiting to purchase goods or services from you and our works are affecting your custom then please contact our Business Compensation team businesscompensation@severntrent.co.uk for advice.

Who do I contact about these works?

Our contract partner, Amey, will be carrying out the work on our behalf and you can contact them during normal office hours on the numbers shown here:

Stephen Coventry	Amey	Customer Services	07841 166554
24 hr Call Centre	Amey	Customer Services	0800 521 660

You can also get in touch via email: STW.Works@amey.co.uk, don't forget to quote the project title shown on the front page of this letter. If your call is about your water supply or sewerage service, you can call our Customer Operations Service Centre on 0800 783 4444. **Thank You - Severn Trent Water**