

Project Title: A7W/12758 Greenhatch Farm

WONDERFUL ON TAP

SEVERN

TRENT

Our Customer

Severn Trent
Customer Care
PO Box 407
Darlington
DL1 9WD

April 2023

Dear Customer

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

We're improving your supply of wonderful water...

Every so often, we need to carry out essential maintenance on our water network. We are hoping to install a around 2.8km of brand-new water main in the areas of **Cowley and Coberley, Cheltenham**. This work is due to the increased number of bursts in the area. This means there'll be some short-term inconvenience – but the advantage of having this work take place will be worth it and secure the network for the future.

When and where is the work taking place?

Firstly, we'll need to check the ground conditions and position of other utilities adjacent to the water main in Cowley, we do this by digging down next to the existing pipes and recording what we identify in the excavation. **Each job will only take a few days starting on the 2 May 2023 until the 15 May 2023, we'll be working in the following locations:**

Outside The Old School
Outside Walnut Cottage
Outside Old Well House

Outside Perryway
Outside Jubilee Cottage
Outside Spring Barn

Once the work on the trial holes has taken place our team will then start work on **Tuesday 9 May 2023** laying the new water main outside the **Old Post Office along Main Street to Cowley Lane, Coberley**.

Although it's really important, we also know our work can, at times, be inconvenient. To allow us to carry out this first section of work safely we've agreed with the local authority to close the road between the Old Post Office along Main Street to Cowley Lane to through traffic. The road closure cannot be treated as a through road and access to either side of the closure will be via the approved diversion route only. These restrictions are necessary to ensure the safety of both our customers and our workforce. We apologise for any inconvenience this may cause you, but it's needed to keep everyone safe and get the work done as quickly as possible.

Please see a plan overleaf of where we'll be working throughout the scheme and the traffic management, we will be using to carry out our work.

Important things to know

Access to homes, businesses and emergency vehicles will be maintained at all times. There may be occasions when vehicle access to your property is restricted 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.

Please be assured that we, and our contract partner **Heartlands**, 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.

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.** At this difficult time, we'll ensure that the interruption is kept to an absolute minimum.

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.

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/dicolouration.

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.

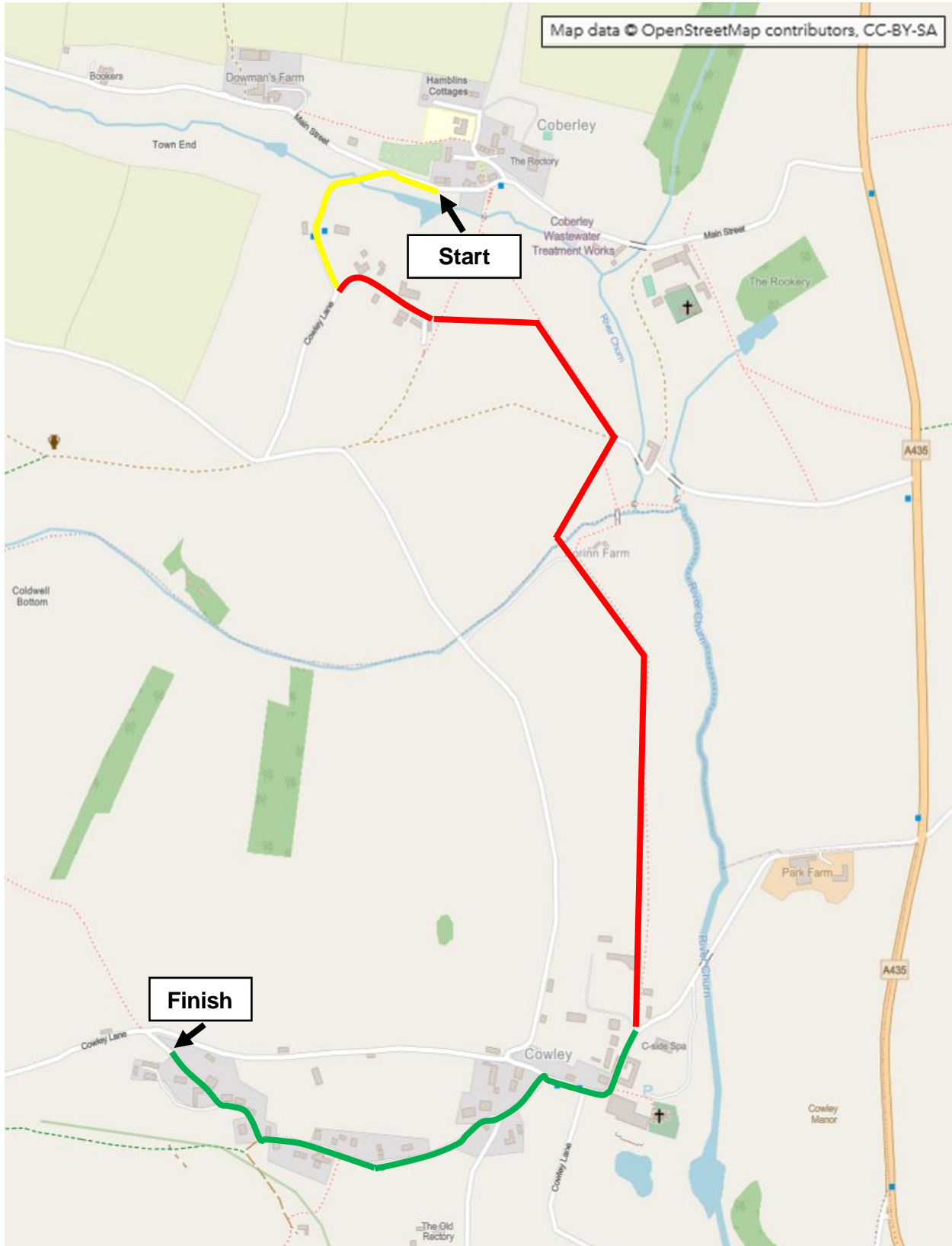
Stay up to date with the work!

- Get in touch with me **Paul Hughes**, on 07977 592495 between 08:00am – 17:00pm (please quote the project title **(Greenhatch Farm)**)
- Please visit our 'Planned Improvements' webpage at www.stw.works to see how the work is progressing.
- If your query is about your water supply or sewerage service rather than this work, the number to call is **0800 783 4444** for our Customer Operations Service Centre.
- Please let us know how we are doing at: www.stwater.co.uk/howsourwork

Yours faithfully

Paul Hughes
Community Communications Officer
Severn Trent

Location of work



Location	Traffic Management	Start	Finish
Old Post Office along Main Street to Cowley Lane	Road Closure	09.05.23	mid June 2023
Private Lane and footpath towards Cowley	Footpath to remain open	20.06.23	end Sept 2023
Outside Green Gables along to Greenhatch Farm	Road closure	25.09.23	mid Dec 2023