

**Project title:** Weston Road  
**Project reference:** 6150017  
**6 March 2023**

# WONDERFUL ON TAP

SEVERN

TRENT

Severn Trent  
PO Box 409  
Darlington  
DL1 9WF

Dear Customer,

## We're carrying out work on our water main that may affect you...

- We're going to be doing some vital improvement work in your area
- We're replacing a section of our existing water main along Weston Road
- We plan to start this work from 3 April 2023 take approximately four weeks to complete
- We'll have a rolling road closure with a diversion route in place.

### Why we're doing this work

We are investing in our network to ensure we provide a reliable service for our customers now and in the future. We plan to install a new water main along Weston Road, Bucknell.

### Important things to know

We will be laying our new water main along a section of Weston Road. To allow us to carry out this work quickly and safely we will have a rolling road closure in place. There will be no through road access and there will be a signposted diversion route in place, you may wish to allow extra time for your journey.

For safety reasons we will have no access along Weston Road from 08:00hrs to 17:00hrs Monday to Saturday. We kindly ask residents to remove their vehicles before 8:00hrs, the road will be open for access to driveways from 17:00hrs. We will always maintain access for emergency services and pedestrian. We apology for any inconvenience, we are having to implement this rolling road closure due to the narrowness of Weston Road and to ensure safe access for our site team, plant and equipment. The plan and table overleaf show the approximate location, timescale and traffic management.

### Do you own a retail business?

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 at [businessloss@severntrent.co.uk](mailto:businessloss@severntrent.co.uk) for advice.

### Keeping you informed every step of the way

If you have any queries about the work, you can contact us on the numbers below:



**07716 227712** – Sarah Miles, Avove Customer Liaison Officer

Please quote the project reference on the top 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.

**Plan – Installation of the new water main along Weston Road**



**Table – Affected road and traffic management**

LOCATION	START DATE	FINISH DATE	TRAFFIC MANAGEMENT
Weston Road	03/04/23*	28/04/23*	Rolling road closure between 08:00hrs & 17:00hrs

\*Please note these dates may be subject to change

**Interruption to water supply**

If we need to interrupt your water supply during our work, we will notify you in advance.

Yours faithfully,

**Matthew Dockrell**  
Lead Project Manager  
Severn Trent