

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

Severn Trent
PO Box 407
Darlington
DL1 9WD

January 2026

Dear customer

We're improving your supply of wonderful water

As you may be aware, some of the water pipes in **Aldford, Saughton, Ecclestone and Pulford** are getting old and have suffered a number of leaks and bursts in recent years. To address this, we're investing **over £3 million** to replace these ageing, leaky pipes with **brand-new mains**. This work will help improve reliability, reduce disruption caused by bursts, and ensure a safe, dependable supply of water for your community now and for many years to come.

Important information

You may have already noticed our teams in the area carrying out **site investigations** to help us determine the best way to deliver this work. These investigations are now complete, and we're pleased to confirm that work to replace the water pipes will **begin on Monday 2 February 2026**.

In total, we'll be replacing approximately **41km of water pipe** across **Great Barrow, Mickle Trafford and Aldford**. The programme of work is expected to be completed by **April 2027**. The **first sections of work are shown below**. As the project progresses, we'll provide **regular updates** to keep you informed.

Please note that dates may be subject to change depending on progress on site or circumstances outside of our control.

Team	Where	Start Date	End Date	Traffic Management
1	Whitchurch Rd (A41) Opp No 4	16.02.26	22.02.26	Traffic Signals
1	Whitchurch Rd (A41) Private field	16.02.26	04.03.26	Private Land
1	Rowton Lane	02.03.26	24.04.26	Road Closure
1	Whitchurch Rd (A41) Private field Junction Rowton Lane	30.03.26	12.04.26	Traffic Signals
1	Rowton Bridge Road	30.03.26	12.04.26	Road Closure
1	Saughton Lane	20.04.26	15.05.26	Road Closure
2	Rake Lane	02.02.26	05.04.26	Road Closure

We're sorry

We'll do our best to maintain access for homes, businesses, and emergency vehicles. At times, access may be limited - especially when work is directly outside your property. If that happens, we'll let you know in advance and keep disruption to a minimum.

Please note road closures cannot be used as through routes. Access on either side will be via the approved diversion route only. These measures are in place for everyone's safety. To keep things running smoothly, you can always engage with our contractors, **Pipelines Ltd** and **Heartlands Pipelines Ltd** if they're working outside your property, or you can all me directly.

If you have specific needs or access requirements, please get in touch—we're here to help.

Will my water supply be affected?

If we need to temporarily interrupt your water supply, we'll let you know in advance by delivering a **pink notification card**. This will include the **date and time slot** of the interruption. We'll always do our best to keep any interruption to an absolute minimum.

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.

Come and find out more

If you'd like to find out more about what's happening, please join us at one of our drop-in sessions:

Aldford Village Hall

Church Lane, Aldford, Chester, CH3 6JD

Wednesday 21 January 2026 between 2.30pm and 6.30pm

Eccleston Village Hall

Church Road, Eccleston, Chester, CH4 9HT

Thursday 22 January 2026 between 4pm and 7pm

These sessions give you the opportunity to ask us any questions about the work and allow us to learn more about your local area. Feedback from our customers is important to us, so we'd love to see you there.

Stay up to date with progress:

If you have any queries about this work, please get in touch with me directly on 07971 304604 between 7:00am – 3:00pm, Mon to Fri. Please quote the project title **Aldford Chester DMA**.

You can also get the latest updates on our website <https://www.stwater.co.uk/planned-improvements>

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