

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

Severn Trent  
PO Box 407  
Darlington  
DL1 9WD

Important Information – Severn Trent

June 2026

Dear customer

## Important update on our work in your area.

We wanted to share a quick update on the work taking place in your area and what you can expect over the coming weeks.

Our teams are making really good progress across **Eaton Estate** and **Chapel Lane**, and we're pleased to say that work on Chapel Lane is expected to complete on **Friday 26 June 2026**. From there, the team will move onto **Buerton Approach (private land)**.

Thank you for your continued patience and support while we carry out these essential improvements - we really do appreciate it.

Below is the current programme of work to help you plan ahead. **Please note that these dates may change due to progress by the team or by circumstances outside of our control.**

Team	Where	Start Date	End Date	Traffic Management
1	Chapel Lane - Abbey Gate College entrance to Platts Lane	11.05.26	26.06.26	Road Closure
1	Buerton Approach Private field	08.06.26	26.06.26	Private Land
1	Junction of Buerton Approach along Chapel Lane to junction of Chester Road	22.06.26	31.07.26	Private Land
1	Chapel Lane - Jct of Platts Lane to Jct of Lea Lane	29.06.26	02.08.26	2 x Traffic Signals
1	Chester Road B5130	03.08.26	16.10.26	Road Closure
2	Grosvenor Estate	29.06.26	12.10.26	Private Land
3	Eaton Road	27.07.26	12.08.26	Road Closure
3	Chester Approach	13.08.26	03.09.26	Road Closure
3	Old Lane	07.10.26	15.10.26	Road Closure

### We're here to help

We know work like this can be disruptive at times, so we'll do everything we can to keep things running as smoothly as possible.

Our teams on site are always happy to help, so please feel free to speak to them if you need anything.

Together with our partners **Heartlands Ltd** and **Pipeline Utilities Ltd**, we'll work hard to minimise disruption wherever we can.

Where road closures are needed, we'll:

- Keep closures to the **smallest possible area**
- Do our best to **maintain access to properties**
- Move vehicles or equipment as quickly as possible if they're in the way

If you have any specific access needs, please let us know - we're here to support you.

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

### 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](mailto:businessloss@severntrent.co.uk) for further advice.

### 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 8:00am – 4:00pm, 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