

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

Important Information – Severn Trent

Severn Trent
PO Box 407
Darlington
DL1 9WD

September 2026

Dear Customer

We're upgrading your water network

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

Where and when we'll be working

Our teams are making good progress along Chester Road. While you may not always see us working in the road, we are currently working in the field until **Friday 18 October 2026**.

Although the dates for some of the roads are the same, we will only have one road closed at any one time. Please see the map overleaf for the final phases of work.

Thank you for your continued patience and support while we carry out these essential improvements.

Access to Schools, home, businesses and Parking

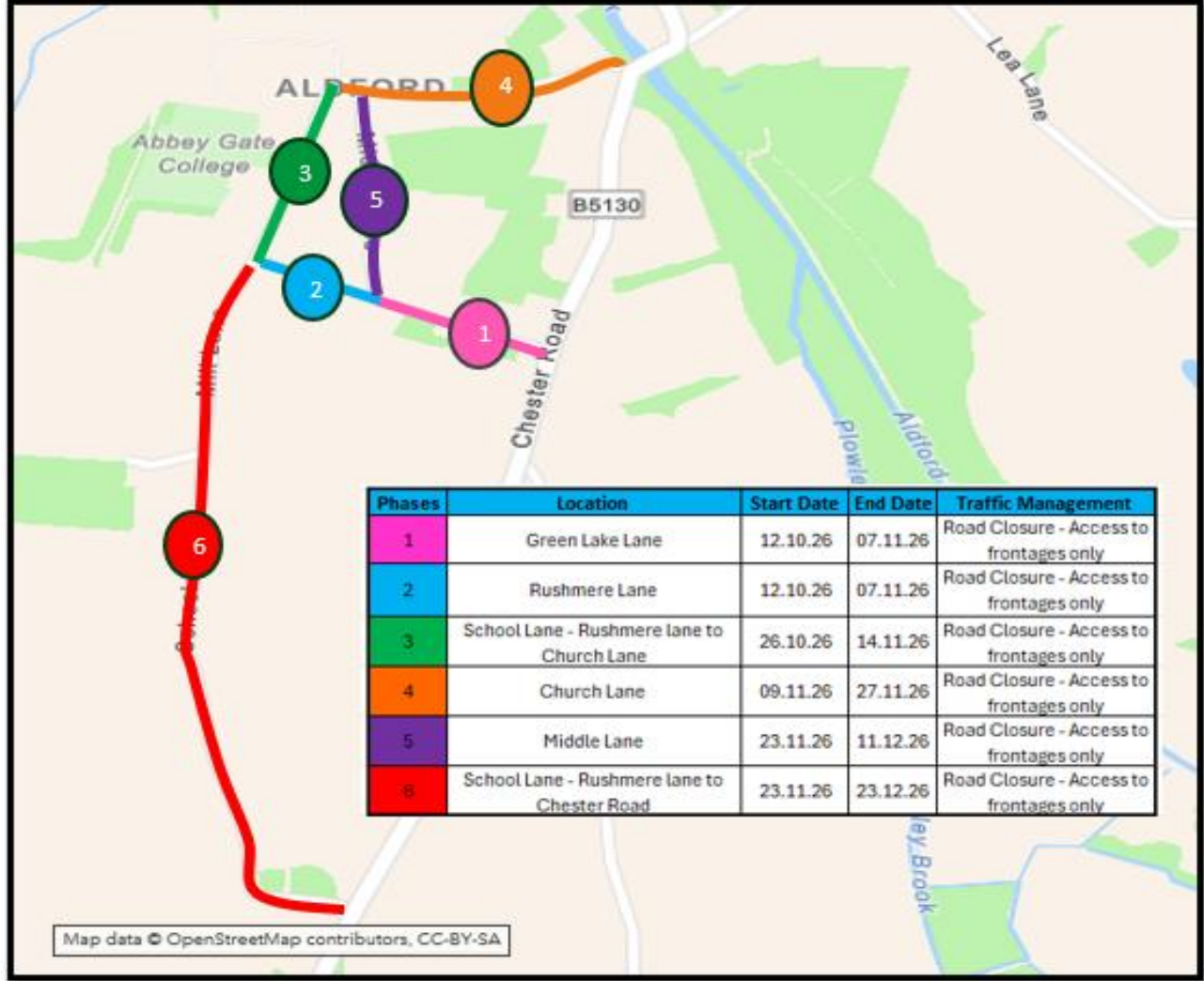
Access to the school, homes, businesses and emergency vehicles will be maintained throughout the work. There may be short periods when vehicle access to your property is temporarily restricted - for example, if we're working directly outside your home or business. If this is likely to affect you, we'll let you know in advance.

If you have any specific access needs, please speak to our team on site or contact me using the details below. To help us complete the work as quickly and safely as possible, please keep the working area clear of parked cars where you can.

Thank you for bearing with us

We know that it can be an inconvenience to have this work happening near you - but please be assured that we, along with our contractor partners Pipelines will do everything we can to minimise any disruption.

Map of working area



Please note that dates may change depending on site progress and any unforeseen circumstances.

Need to get in touch?

- If you have any questions about the work, please speak to our team on site or contact me directly during office hours Mon -Frid 8am till 5pm on **07971 304604**.
- 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