

Severn Trent  
PO Box 407  
Darlington  
DL1 9WD

22 May 2024

## SCHEME UPDATE

Dear Customer

### We're planning some work on our water mains in your area...

We're committed to making sure our customers receive a continuous supply of water now and in the future. We've started to install the planned approximate ten miles of our new water pipeline from Strelley Reservoir to Redhill Reservoir in Nottingham.

#### Important things to know

We plan to start the laying of our new water pipeline along Nottingham Road to and across the junction with Spring Terrace, taking approximately six weeks to complete. We'll then move along Spring Terrace to the private land at the rear.

#### Important things to know

Following our letter, sent in December 2023, advising of the new pipeline in your area. We've completed the required removal of vegetation on the land adjacent to Nuthall Methodist Church, Nottingham Road and along Spring Terrace.

We've started the laying of our new pipeline in the private land off Nottingham Road adjacent to Nuthall Methodist Church. Once the works in private land are complete, we plan to start working along a section of Nottingham Road up to Spring Terrace week commencing **3 June 2024\***, taking approximately six weeks to complete. Once completed, we'll continue working along Spring Terrace up to the private land at the rear taking approximately four weeks to complete. We'll then continue laying our new water pipeline in this private land. Please accept our apology for the incorrect naming of A610 on the previous letter.

**\*Please note these dates are subject to change**

Whilst we're working in Nottingham Road, we'll have a Southbound lane closure and diversion route in place for the duration of the work and a closure on Spring Terrace. If your property is on Spring Terrace, we'll shortly be sending you more details reference access to your properties.

**Please find attached a copy of the information from Trentbarton reference their Rainbow bus route.**

#### Please bear with us...

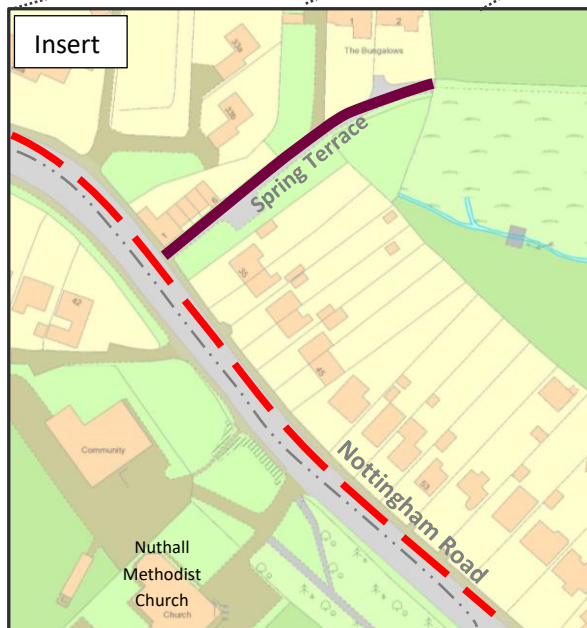
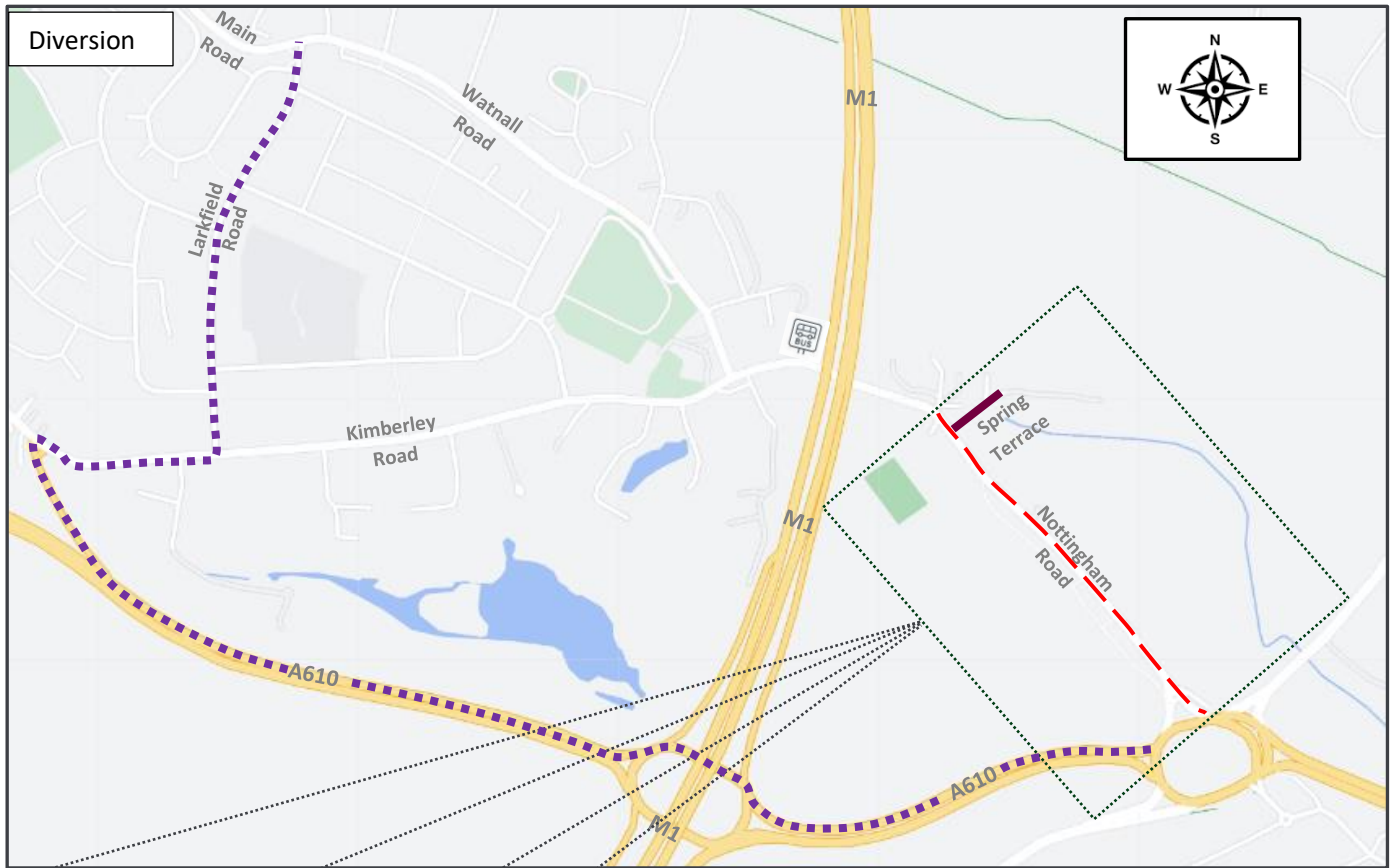
Although it's really important, we also know work on this scale can, at times, be inconvenient. Please rest assured that we, and our contract partner **Avove**, will be doing everything we can to minimise the disruption and get the work finished as quickly as we can.

We would like to take this opportunity to apologise for any inconvenience our works may cause.




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

### Location for the new pipeline on Nottingham Road and Spring Terrace



**KEY**

-  Approximate location of the lane closure on Nottingham Road
-  Road closure on Spring Terrace
-  Diversion route for Nottingham Road Lane closure and Spring Terrace Road closure

### Keeping you informed every step of the way

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

- Get in touch with Sarah Miles, Above Customer Service Officer on **07716 227712** – (quoting the project title and reference at the top of this letter)
- If you have a query out of office hours, please contact our 24hr Customer Contact Centre on **0800 783 44 44**
- Alternatively, you can get updates from our Planned Improvements web page at **www.stw.works**.

Yours faithfully

**Michael Williamson**  
Project Manager  
Severn Trent