

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

Severn Trent
PO Box 407
Darlington
DL1 9WD

Our Severn Trent Customer

June 2024

Dear Customer

Update on our work...

We would like to thank you for your ongoing support and patience whilst we carry out our essential work to upgrade the main water pipes in the Heybarnes area of Birmingham.

As promised, we are writing to you with an update on the next phase of our project. We wrote to you earlier this year to let you know about the work that was due to start along Yardley Green Road, unfortunately due to issues with traffic we stopped the work and agreed with the local authority to move this phase to July 2024.

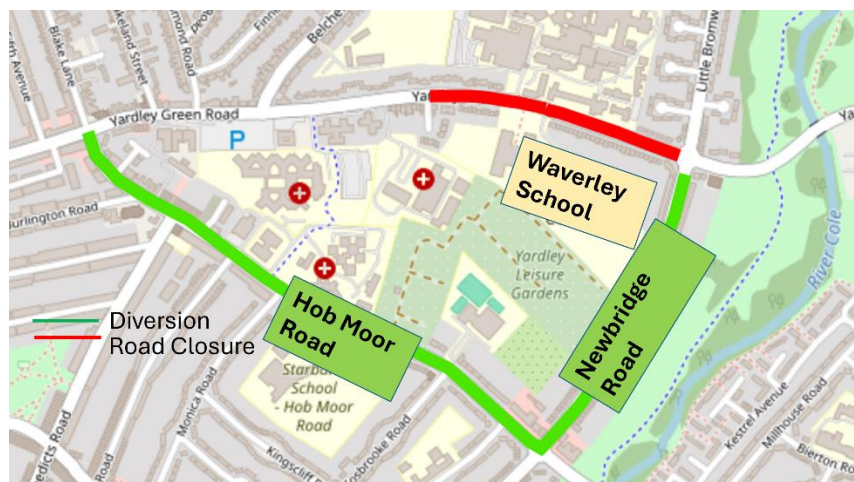
Where we'll be working

Work is due to start on **8 July 2024**, until **23 September 2024**, on Yardley Green Road outside 291 working towards the junction of Newbridge Road. During this time, we'll need to close one lane of Yardley Green Road, making the road one-way. There will be no entry from Newbridge Road into Yardley Green Road, this is to keep everyone safe.

Please be assured that we and our partner, Sapphire Utility Solutions will do everything we can to minimise any inconvenience and complete the work as quickly as possible.

Please be aware that although we try to stick to these dates, they may change due to circumstances beyond our control.

Location of work



Talk to us in your language

If you, or somebody you know would be more comfortable communicating with us in another language, we have translation services that can help.

You can speak to us on the phone, through a translator, in the following languages:

- Somali
- Urdu
- Bengali
- Hindi
- Punjabi
- Gujarati

Please contact our Customer Care team on **0800 783 4444** if you'd like to request this service.

Will my water supply be affected?

If we plan to interrupt your water supply, we'll notify you in advance with a card stating the date and the earliest start and lasts time for the interruption. We'll do our best to make sure your water supply is unaffected for the duration of our work.

During or after the work, there's a small chance your water may appear discoloured. This is nothing to worry about and will quickly go back to normal. We'll be doing our best to make sure your water supply is unaffected for the duration of our work. To find out more about clearing discoloured tap water, please visit our website www.stwater.co.uk/discolouration.

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.

Who do I contact about the work?

- If you have any queries about this work, please get in touch with me on 07766510302 between 08:00am – 17:00pm (please quote the project title – 'Heybarnes').
- Visit our Planned Improvements website at www.stw.works
- 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,

Janine Billington, Community Communications Officer,
Severn Trent