

SCHEME UPDATE

Dear Customer

We're carrying out work on our water main that may affect you...

- We're carrying out some vital improvement work in your area
- We originally planned to start this work in February 2019, but we had to postpone it
- We have now rescheduled the works to start from 18 March 2019 and take six weeks to complete.

Why we're doing this work

As part of the new culvert installation under Norton Road, we need to divert our existing water main and lay a new main across Norton Road.

Important things to know

Further to our letter dated 30 January 2019 and our consultation at the customer drop-in on 7 February 2019, it was identified that our original proposed diversion route was not suitable for all types of heavy goods vehicles (HGV). We have been working closely with Worcestershire Highways Department and local businesses to find a suitable alternative diversion route for HGVs.

We are planning to install a new water main across Norton Road and we will also be abandoning a small section of our old water main. To allow us to carry out this work quickly and safely, we will have lane and road closures in place. Initially, we will have a road closure on the northbound lane, followed by a closure on the southbound lane and finally a full closure on both lanes of Norton Road. During these closures there will be a temporary one-way system in place on Taylors Lane. The original proposed diversion, as shown on the plan overleaf, will still be the main diversion route for the majority of vehicles and the 7.5T weight limit will be temporarily lifted for the duration of these works. We will also have a separate HGV signposted diversion route in place. The location of the work, durations and traffic management can be found on the rear plan and table.

We now plan to start this work on 18 March 2019 and take six weeks to complete.

Keeping you informed every step of the way



07545 114615 – Amanda Hales, Amey Customer Service Manager

0800 521 660 – Amey 24hr Customer Service Centre

Please quote the project reference on the top of this letter. If your call is about your water supply or sewerage service, you can call our Customer Operations Service Centre on 0800 783 4444.

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 Compensation team at businesscompensation@severntrent.co.uk for advice.

Plan – Norton Road water main work

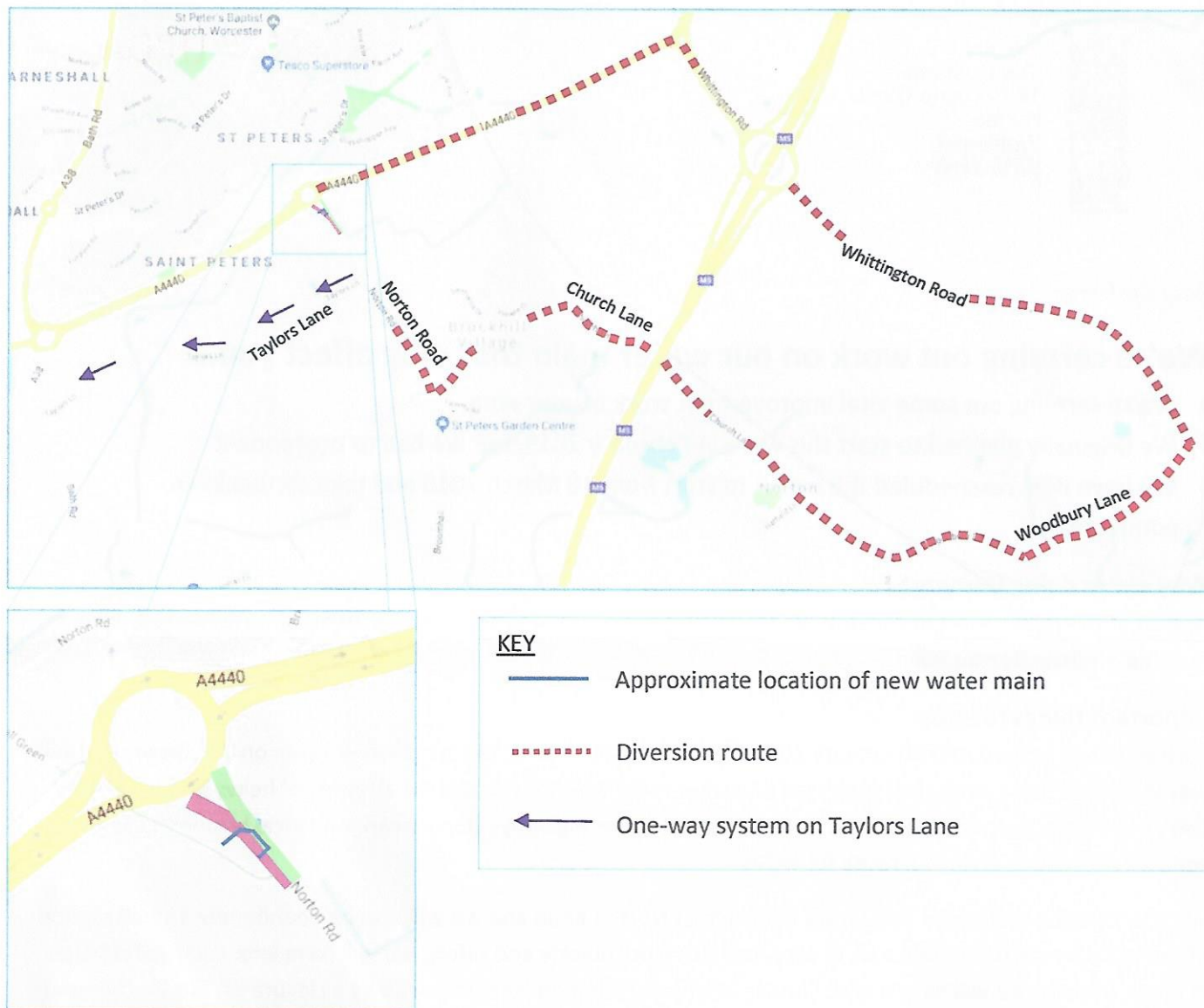


Table – Affected roads and traffic management

LOCATION	START DATE	FINISH DATE	TRAFFIC MANAGEMENT
Norton Road – Northbound lane closure	18/03/19*	31/03/19*	Lane closure
Norton Road – Southbound lane closure	01/04/19*	14/04/19*	Lane closure
Norton Road – Northbound and Southbound lane closures	15/04/19*	28/04/19*	Road closure

*Please note these dates may be subject to change depending on progress

Yours faithfully

Chris Edge
Programme Manager
Severn Trent

