

Project title: Thurmaston Blvd, Leicester
Project ref: 6134821

WONDERFUL ON TAP

**SEVERN
TRENT**

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

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Severn Trent Water
Customer Care
PO Box 407
Darlington
DL1 9WD

January 2019

Dear Customer

We're improving your supply of wonderful water...

Every so often, we need to replace old water pipes. That's because the risk of bursts increases as the years pass – and we're really keen to avoid this.

Therefore, we're going to replace the old pipes on **Humberstone Lane** with some brand new ones.

Where and when the work will take place

The work will start **week commencing 21 January 2019** on Humberstone Lane between the Claymill Road junction and the junction of Barkbythorpe Road. We expect the work will take **up to three weeks to complete.**

The water pipes are located in the road along Humberstone Lane, so to complete the work quickly and safely we'll need to **close the lane that travels towards** the Troon Way/Thurmaston Lane roundabout. Please note that you'll still be able to travel in the opposite direction towards Thurmaston, and they'll be a sign posted diversion around the closure using Melton Road and Troon Way. **Please see the map overleaf for more information.**

Thanks for bearing with us

During the work there may be times when access to your driveway may be temporarily hindered. The team will cover any excavations with road plates overnight so you can still gain access to your property. We fully appreciate that it can be a bit of a pain to have this work happening near your home - but please be assured that we'll do everything we can to minimise any disruption and get your brand new water pipes as quickly as possible.

Will my water supply be affected?

If we plan to interrupt your water supply we'll notify you in advance with either a knock on the door or a card posted through. In the unlikely event you experience discoloured water during our works, please run your taps for 20 minutes until the water runs clear before use.