



Project Title: Winchcombe  
Project Reference: 6124060

19 August 2016

Dear customer

**We're making improvements that may affect you**

- We are planning to renew our water mains in Winchcombe
- We plan to start the work in September and complete by the end of November 2016.

### Why are we doing this work?

We wrote to you in May to advise that we will be renewing our water mains in Winchcombe. As water pipes get old, they can become weaker, making them more likely to leak and burst. We're constantly checking the condition of our pipes and our investigations are showing us an increasing frequency of bursts in Winchcombe. There are also times when we see a high demand on our network which could put our ability to supply homes and businesses at risk. That's why we're investing £120,000 to install brand new bigger water pipes in Winchcombe this year.

### Where and when is the work taking place?

We are planning to replace our water mains in High Street, North Street, Back Lane and Gretton Road. We plan to start in September 2016 and take approximately 15 weeks to complete. The plan and table overleaf shows where we will be working, approximate timescales and associated traffic management.

### Who do I contact about these works?

Our contract partners, Amey, will be carrying out the work on our behalf and you can contact their Customer Liaison Officer, Simon Williams on **07885 475321** or their 24-hour Customer Service Centre on **0800 521 660**. You can also get in touch via email: [STW.Works@amey.co.uk](mailto:STW.Works@amey.co.uk), don't forget to quote the project title shown on the front page 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.

Retail Businesses - If you own or operate a business which receives visiting customers who purchase goods or services from you and our works are effecting your sales income, please contact our Business Compensation team at [businesscompensation@severntrent.co.uk](mailto:businesscompensation@severntrent.co.uk).

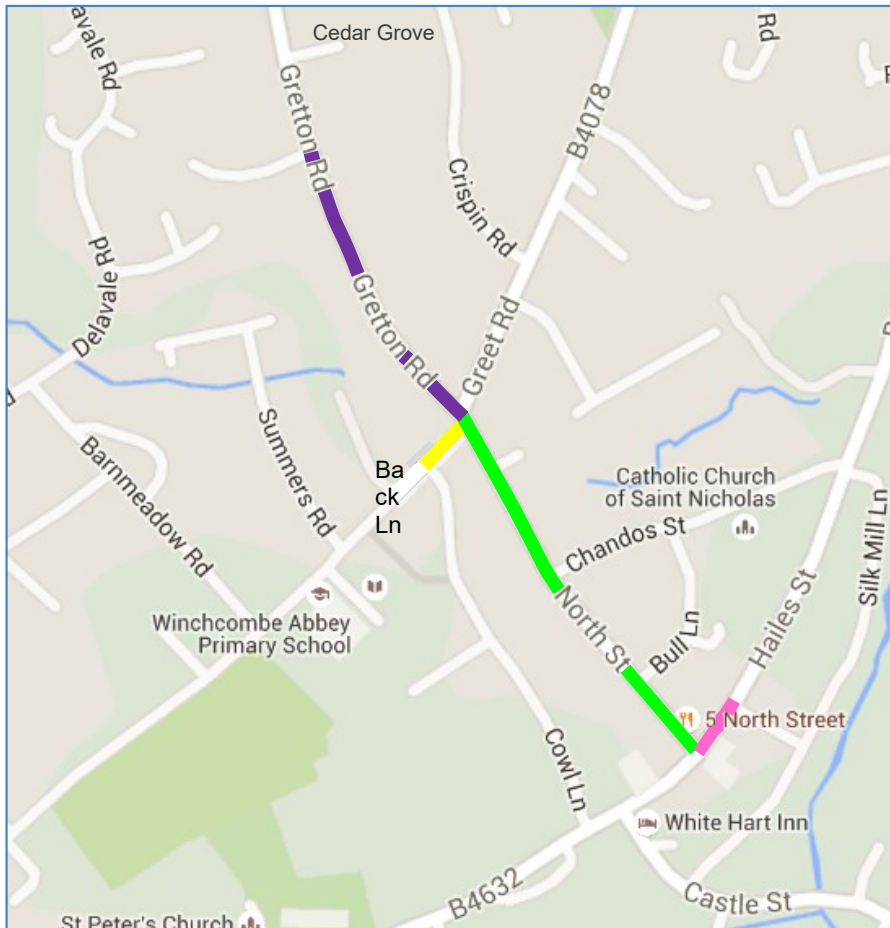
## Keeping you updated

By texting **WINCHCOMBE** to **01952 780333**, you can register for free text alerts about our essential water main works in your area.

### Simple Terms and Conditions

- Amey will not charge you for any text messages you receive as part of this service
- Please note that standard text messaging rates apply when replying to this service
- Over 18's and UK networks only - please seek the bill payer's permission before registering
- To stop receiving message alerts relating to this work, text **STOP** to **01952 780333** at any time. You will be automatically removed from receiving any further text messaging alerts.

### Plan – Winchcombe water main renewals



**Table – Affected roads and traffic management**

LOCATION	START DATE	FINISH DATE	TRAFFIC MANAGEMENT
High Street (Between North Street and Bicks Lane)	01/09/16*	23/09/16*	Road closure / traffic lights
North Street	01/09/16*	21/10/16*	Traffic lights/road closure
Back Lane (Between North Street and Cowl Lane)	06/10/16*	21/10/16*	Road closure
Gretton Road	10/10/16*	25/11/16*	Road closure

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

Yours sincerely,

**Clive Ingram**

Project Manager, Severn Trent Water