

Severn Trent
PO Box 407
Darlington
DL1 9WD

WE APOLOGISE FOR THE SHORT NOTICE

Dear Customer

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

- We need to divert part of our existing water network in your area
- We plan to start from 7 April 2025 and take approximately nine weeks to complete
- We will be working under multi-way traffic lights.

Why we're doing this work

We carried out investigation work, earlier this month to establish the ground conditions, location of our existing water mains, along with other services in Woodcote Close, Redditch.

Important things to know

Following on from our investigation work, we recognise that we need to divert a section of our water main in Woodcote Close and Winyates Way. To allow us to carry out this work quick and safely, we will have multi-way traffic lights in place, this is to ensure your safety and the safety of our workforce. Once we have completed the diversion work, we will abandon the old water main pipe. The location of the work, duration and traffic management can be found on the plan and table overleaf.

Parking

Can you please not park directly by our work, including near the traffic lights. This could not only slow the scheme down but potentially be unsafe for other road users who need to pass through our working area.

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 **Above**, will be doing everything we can to minimise the disruption and get the work finished as quickly as we can. We apologise for any inconvenience this may cause, and we advise that you allow extra time for your journey.

Interruption to water supply

If we plan to interrupt your water supply during this work, we will notify you in advance.

Keeping you informed every step of the way

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

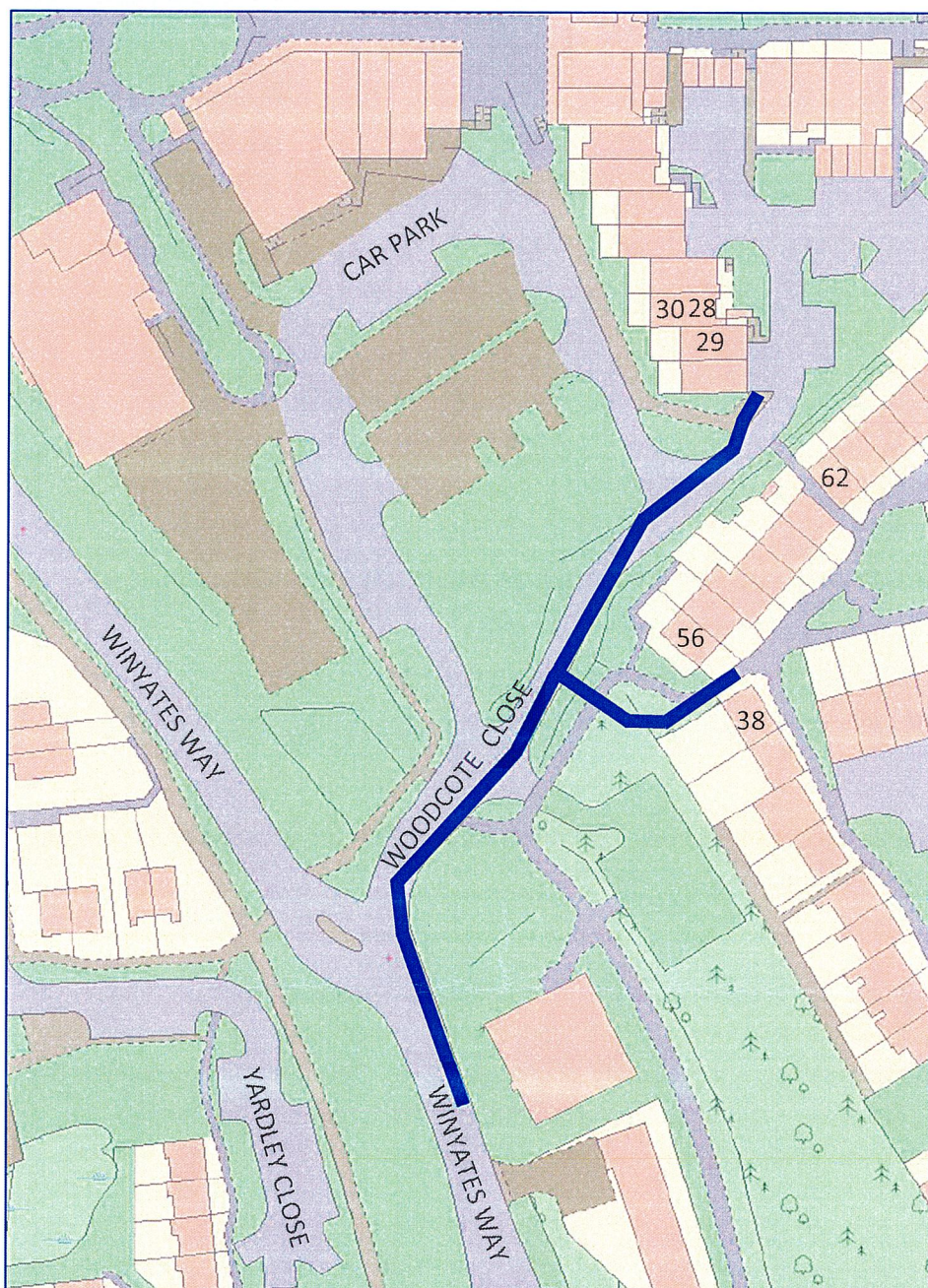


07885 475321 – Simon Williams, Above Customer Service

0333 7722 282 – Above 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.

Plan – Woodcote Close and Winyates Way water main work



KEY

Approximate location of
the new water main

Table – Affected road and traffic management

ROAD	START DATE	FINISH DATE	TRAFFIC MANAGEMENT
Woodcote Close/Winyates Way	07/04/25*	05/06/25*	Multi-way traffic lights

*Please note these dates may be subject to change

Yours faithfully

Scott Minchin

Lead Project Manager

Severn Trent