

Our Ref: WN019/025



6 October 2023

Dear Customer

Important update on planned work in your area

We're working to improve the resilience of our network in Teesdale and parts of central and southern County Durham. Our £155m Project Pipeline: County Durham and Tees Valley investment will increase reliability, reduce leakage, and provide high quality drinking water for customers for decades to come.

As part of this work, we'll need to complete some preparation activity along the route. Our supply partner Farrans Construction will be carrying out work on behalf of Northumbrian Water, in conjunction with Durham County Council to arrange a short-term road closure to the east of Barnard Castle.

The road closure will be at **Town Pasture Lane from Monday 23rd October 2023 to Monday 3rd November 2023**

With all construction projects, unexpected delays can sometimes occur. The closures will not impact traffic on the A67 or on the A688.

Please be assured that we're working closely with our partners to do all we can to minimise any disruption for you and your community throughout the work. Typical working hours will be between **7.30am – 6.00pm, Monday to Friday** and **8.00am – 2.00pm on a Saturday**.

If you need a little extra help during the work, please let us know as soon as possible by calling the team on **0345 717 1100**.

To find more information regarding the pipeline route and temporary compounds, please visit our community portal at www.nwlcommunityportal.co.uk and follow the link to the **Project Pipeline: County Durham and Tees Valley** page.

If you'd like to speak to a member of our Project Team, you can telephone our customer contact centre on **0345 717 1100**, tweet us @nwater_care or contact us via our community portal. Whichever way is best, we'd really like to hear from you.

Yours sincerely

James Dawes
Project Manager

Please be aware that bogus callers, people who claim to be employed by Northumbrian Water or 'the water board', but who are only interested in stealing from your home, are known to operate in our supply area. All our employees carry official identity cards which we strongly advise you to check before letting anyone into your home.

If you are in any doubt about the validity of a caller claiming to be from Northumbrian Water do not let them into your property. Call the police immediately to report this, or our Customer Centre on 0345 717 1100 to confirm they are genuine. Our employees will not object to waiting outside while you carry out these checks. For extra peace of mind customers can register a password with us – if we need access to your home we will know and use this word.