

*We posted this to you on: 28 September 2015*

Dear customer

## **We are planning some work that could affect you - so we would like to meet you**

### **Why we are doing this work**

The sewers in Normanton are no longer able to cope with current demands at times of heavy rainfall, resulting in sewage and surface water flooding of some local properties. The area is served by a combined sewer system which discharges foul and surface water flows to an existing Sewage Pumping Station (SPS). The SPS and associated pumping main do not have the capacity required at high flow levels, resulting in flooding of vulnerable properties.

### **What we are doing**

We are investing over £686,000 to improve the sewerage system in Normanton.

The scheme involves construction of a new Sewage Pumping Station and improving the performance of the pumping main to increase the capacity of the sewer network serving Normanton. At the same time we will be separating some surface water flows from the combined sewer and constructing a new surface water sewer to reduce the load on the SPS.

Working in co-operation with Leicestershire County Council's Flood Risk and Highway teams, and Melton Borough Council we will be improving highway drainage and local watercourses to cope with increased surface water flows.



- **We plan to start work from early November 2015 for up to 5 months**
- **Main Street, Normanton will be closed to through traffic for some of this time**
- **A signed diversion will operate during the road closure**
- **Bus services will be affected**

**We are holding a Public Exhibition at the the Old School Complex in Bottesford in the Parish Room on 08 October 2015.**

**The project team will be there from 02.00pm until 07.00pm to answer any questions you may have about our proposals. Please come and meet us.**

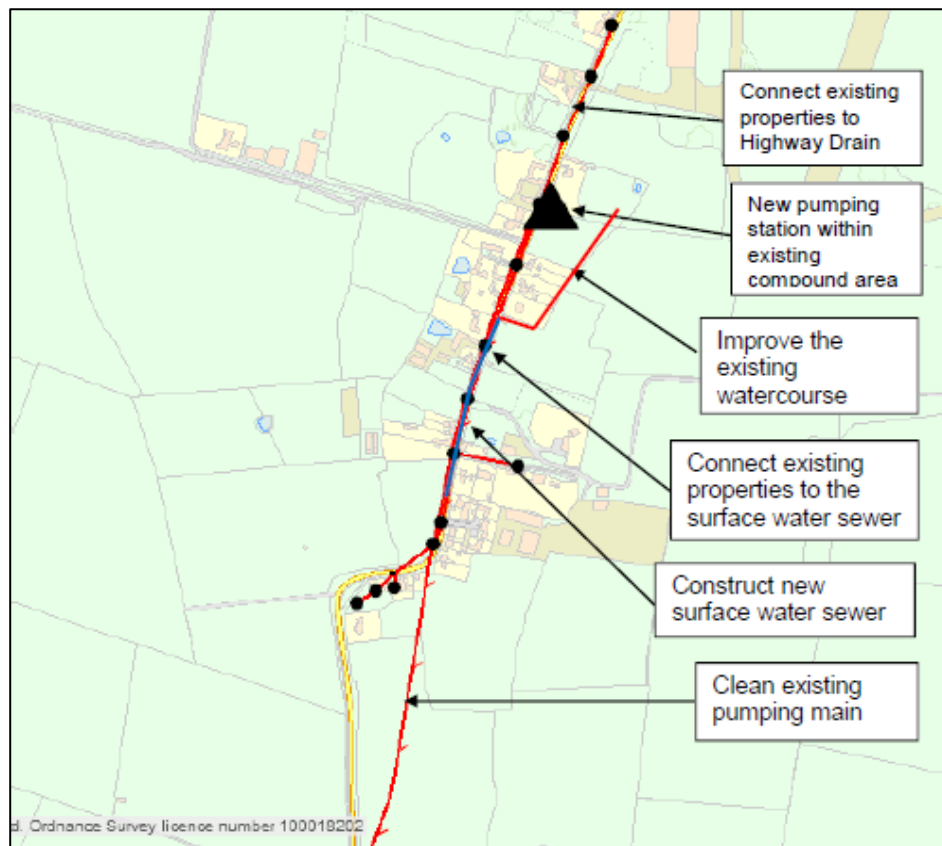
### **How the work will affect you**

This type of work can be disruptive, so we have worked with our contractor, NMCNomenca, to make sure that we minimise the impact of the work on residents in the area.

- We are working closely with Leicestershire County Council, Melton Borough Council, the emergency services and bus companies to make sure that appropriate traffic management plans are in place.
- Due to the size of our excavations, we will need to close Main Street to through traffic, to ensure the safety of our workforce and the general public

- If our working area is directly in front of your premises we may not be able to provide vehicular access to your property for a short period. Pedestrian access will be maintained at all times. During construction we will closely liaise with affected customers to address any concerns about our works.

### Where the works are taking place



### Who to contact about this work

Our contractor partners NMCNomenca will carry out the work on our behalf. NMCNomenca and the Severn Trent programme engineer can be contacted during normal office hours on the numbers shown below.

Name	Company	Role	Contact No.
Roger Brailsford	NMCNomenca	Project Engineer	07837 319618
Chris Keys	Severn Trent Water	Programme Engineer	07825 009412

You can contact the Customer Liaison Team on **Freephone 08081 688 140**

You can also e-mail to: [contactus@nmcnomenca.co.uk](mailto:contactus@nmcnomenca.co.uk) quoting the project title

**Yours sincerely,**

**Ian Merrill**  
**Programme Manager**  
**Severn Trent Water**

If you have any general enquiries about your water or sewerage service, you can contact STW direct at our 24 hour customer operations service centre on 0800 783 4444.

**Thank you**

Thank you for your patience and understanding whilst we carry out this essential work to upgrade our sewerage system.