

Project title: Oakham
Project reference: 6128362

16 January 2017

Dear Customer,
**We're making
improvements
that may affect you**

- We are planning to renew our water mains in Oakham
- We're holding a drop-in session on Wednesday 25 January 2017.

Why are we doing this work?

We're responsible for supplying water to our customers today and making sure it's there for them in the future. We're constantly checking the condition of our infrastructure and now is the right time to invest in Oakham's water supply. We are investing around £1.5m in new water pipes in Oakham as part of a project that will provide a reliable water supply for the town for years to come.

Where and when is the work taking place?

We plan to start the water main renewals in Station Road in early February 2017. These works are currently planned to finish in November 2017. The plan and table overleaf shows where we will be working, approximate timescales and associated traffic management.

How can I find out more about these works?

We are holding a drop-in session in the company's mobile community office that will be parked at the corner of **High Street** and **Market Place** from **12.00pm to 6.30pm** on **Wednesday 25 January 2017**. We would like to invite you to find out more about our plans for these works. Members of our team will be on hand to answer any questions or concerns you may have regarding the proposed works.

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, 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 and operate a business which benefits from customers visiting to purchase goods or services from you and our works are affecting your custom then please contact our Business Compensation team businesscompensation@severntrent.co.uk for advice.

Do you want to receive regular updates about this work?

By texting **OAKHAM** to **01952 780333**, you can register for **free** progress updates by text, about our improvement works to replace the existing water pipes in your area. You can also find out more by going to **stw.works**.

Plan – Oakham water main renewals

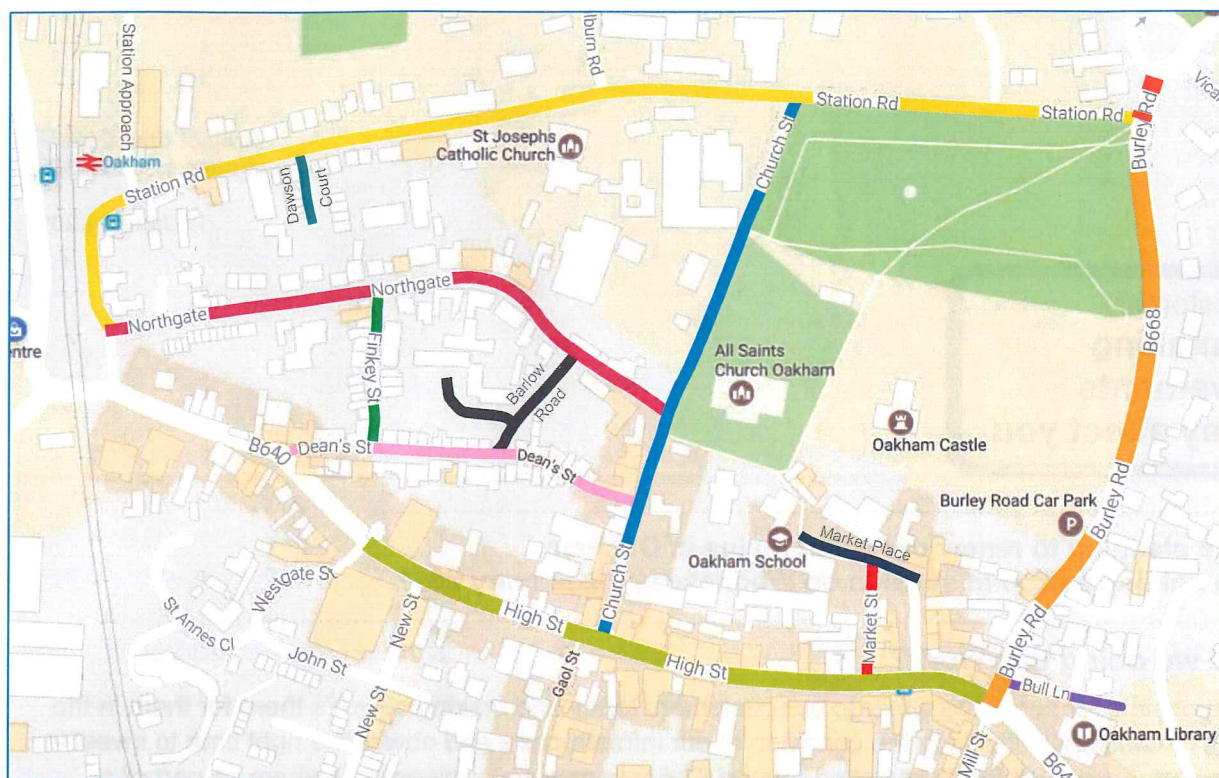


Table – Affected roads and traffic management

LOCATION	START DATE	FINISH DATE	TRAFFIC MANAGEMENT
Station Road	06/02/17*	07/04/17*	Traffic light
Burley Road – Phase 1	06/02/17*	24/02/17*	Traffic lights
Dawson Court	20/03/17*	31/03/17*	Signs and barriers
Northgate	10/04/17*	26/05/17*	To be confirmed
Finkley Street	15/05/17*	09/06/17*	Road closure
Barlow Road	29/05/17*	23/06/17*	Road closure
Dean's Street	12/06/17*	14/07/17*	Road closure
Church Street	03/07/17*	11/08/17*	To be confirmed
Burley Road – Phase 2	31/07/17*	08/09/17*	Traffic lights
Bull Lane	28/08/17*	15/09/17*	Signs and barriers
High Street	04/09/17*	06/11/17*	Traffic lights
Market Street	04/09/17*	29/09/17*	Road closure
Market Place	18/09/17*	13/10/17*	Road closure

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

Yours sincerely,

Mike Holder
Project Manager,
Severn Trent Water