

Dear Customer,

Investing to protect our environment

We're committed to keeping our region's vital water and sewerage infrastructure in excellent condition, serving communities and protecting the environment. That's why we're investing £1.7 million on a new sewerage system for your village. We're planning to start work in September 2022 and expect the project to take 10-12 months to complete.

It's all part of our biggest ever programme of investment. We clean, supply and treat a billion litres of water a day and all our pipes laid end to end would stretch around the world three times - so keeping everything running smoothly is a huge challenge. This year we're investing £630million in pipes, treatment centres, customer service and the environment.

It will take approximately 12 months to complete this vital project. We will be installing a total of 2 km of new sewer pipes, 50 manholes and a new pumping station. This includes a collection system which will collect sewage from properties and take it to the new pumping station, and a disposal system to take the sewage away from the area to be treated. Please see the enclosed drawings.

What's happening in your area?

We have now started the construction of our site compound with this scheduled to be finished by the end of next week. We have completed all planned trial holes in the area, these investigative digs will help us understand the ground conditions and expose any existing underground utilities we're not already aware of.

Work will now begin to construct our collection sewer pipe along The Street. Due to unforeseen circumstances our road closure on The Street will be extended to 28 November 2022.

We understand our signage has caused some confusion and we have worked on making sure all signage is now in the correct places. **As we complete this essential work the road will be closed however access to properties and businesses will be available via Magpie Lane.**

We will do our best to keep any disruption to a minimum, but this is a major construction project so you will hear and see us working throughout the scheme. The team will arrive quietly at our temporary site compound from 6am and work will start from 7am, we will aim to finish by 6pm each day. We do not currently plan to work weekends but if this changes we will let you know.

We will do our best to keep roads clear of mud with regular road sweeping but you are likely to notice an increase in mud on the roads between sweeps due to our construction traffic.

Traffic management

While we aim to reduce disruption to pedestrians and traffic as much as we can, our top priority will always be the safety of our staff and the public. This means that we will need to close certain roads and traffic lights as we work, we have the following scheduled traffic management:

| Where | What | When |
|--------------------------------|----------------------|------------------------|
| The Street | Road closure | 26 Sep 22 – 28 Oct 22 |
| B1077 – Chapel Street junction | 3 Way traffic lights | 6 Oct 22 – 03 Feb 23 |
| Thieves Lane | Road closure | 06 Feb 23 - 14 Mar 23 |
| Chapel Street– Bell Road | Road closure | 26 Sep 22 – 27 Mar 23 |
| Chapel Street | Road closure | 31 Mar 23 – 05 June 23 |
| St Peter’s Close | Managed access | 23 Jan 23 – 07 Mar 23 |
| Rockland footpath | Footpath closed | 11 Jan 23 – 17 Jan 23 |

To see the diversions for the road closures please visit anglianwater.co.uk/yourarea and enter your postcode. When we work in roads, we’ll work in sections at a time so access to your property can always be accessed from one direction or the other. If you’re ever unsure, please ask a member of our site team. Please be aware these dates are subject to change for up-to-date changes please visit anglianwater.co.uk/yourarea and enter your postcode.

How can you help?

Do you, or someone you know, need a little extra help with your bills and services? Everyone on our Priority Service Register will receive extra assistance when contacting us or paying their bill. And during an emergency water supply interruption we’ll make sure they get the information and help they need.

The register is there for the elderly and anyone who lives with a disability or long-term illness. Find out more and sign up at anglianwater.co.uk/priority.

How can you find out more and get in touch?

We want to keep you updated on our work in your community, you can find information about this scheme and see any updates by putting your postcode into our webpage at anglianwater.co.uk/yourarea.

You can contact us by email onealliancecustomers@anglianwater.co.uk, or you can phone our 24/7 customer helpline on 0800 145 145 and quote the reference number at the top of this letter.

Yours sincerely,

Tom Say
Customer Experience Coordinator



