

29 March 2019

SEVERN

TRENT

Severn Trent
Customer Care
PO Box 407
Darlington
DL1 9WD

OD2790_1657598020<34475>_S17234-PK17234/1L 33900 C

THE CUSTOMER

DE45 1JL

Ref: 13428/DC/RPS/0804

Dear Customer,

Great news, we're making improvements to the water supply in your area.

We were in your area a few months ago, cleaning our pipes and will be back to complete the work to ensure you always enjoy clear, clean water in your home.

We'll be in your area:

- Monday 8 April starting at 10pm at night and finishing at 6am in the morning.
- Tuesday 9 April starting at 10pm at night and finishing at 6am in the morning.
- Wednesday 10 April starting at 10pm at night and finishing at 6am in the morning.
- Thursday 11 April starting at 10pm at night and finishing at 6am in the morning.

We want to reassure you that your water supply will not be disconnected while we do this work... But if at all possible, try not to use your supply as this may lead to you getting discoloured water. **Top Tip:** Fill buckets/jugs with water should you need it during the times of work.

Please bear with us...

We'll be working as quickly and quietly as we can to make sure you've got it for your hot shower in the morning. Here are some ways you can help speed up the process.

Things not to do:

While we're working in your area:

- Please do not use the shower or leave the taps in your kitchen and bathroom running
- Please avoid using the dishwasher, washing machine or any appliance that takes water directly from the supply.
- Try to avoid flushing the toilet.

Things to do:

- You can keep your central heating on as normal.
- We suggest you keep some water for drinking in the fridge before the work starts ready for when the work is happening.

Important things to know:

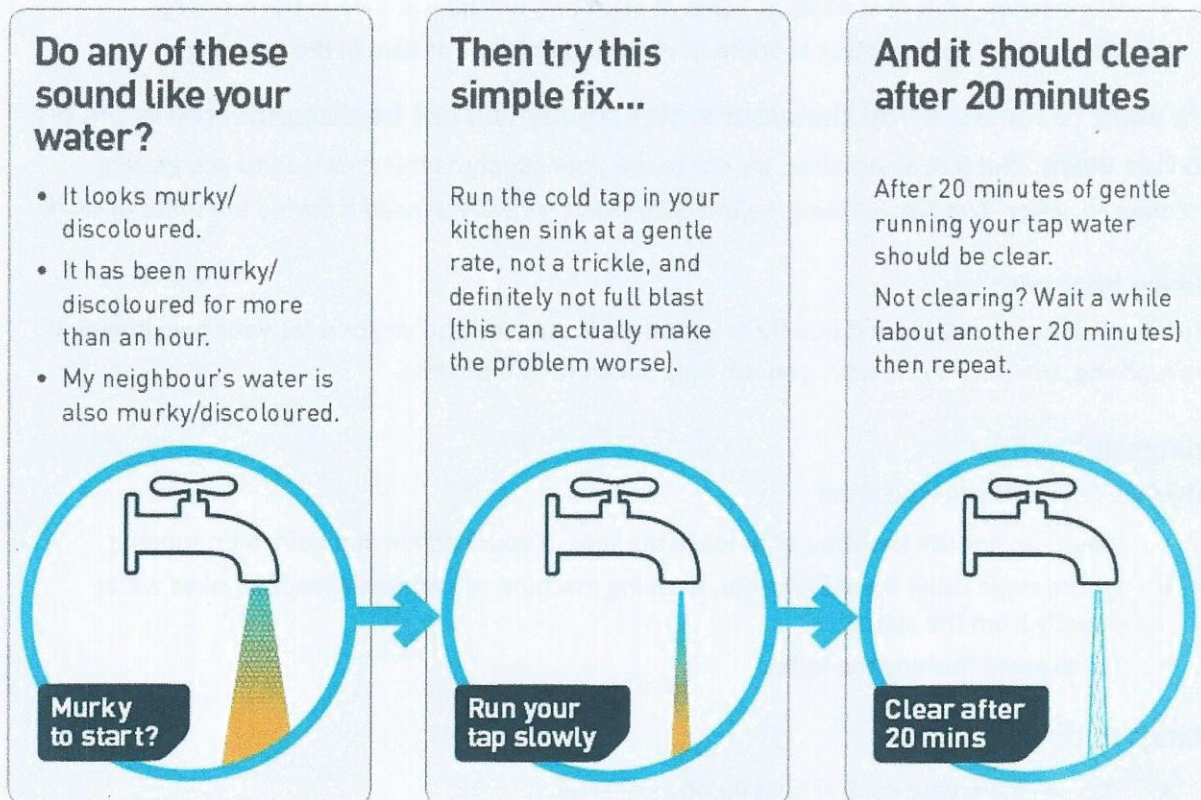
- If you need advice about your water whilst we carry out the work including for medical reasons, please contact us:
 - **by phone:** 0800 783 4444
 - **by email** customercare@severntrent.co.uk
- Most of our work involves checking pipes outside so we shouldn't need access to your property. If we do, we'll contact you in advance to arrange this.
- After we've finished the work, you may turn on your taps and find that the water is **discoloured or murky**. Please don't worry – this is completely normal and can be easily fixed.
- Just run the cold tap in your kitchen sink at a slow and steady rate (aim for the thickness of a pencil) for about 20 minutes for it to run clear, there is a handy diagram on the back of this letter. *If you're billed on a water meter, you're entitled to a rebate for the water used to clear the discolouration. To request this rebate payment, please call 0800 783 4444 Monday – Friday between 9am-5pm.*

A BIG thank you

We wanted to say a massive thank you for helping us to take care of your water.

Liam Emmett
Maintenance Flushing Lead

Some tips to clear murky tap water



Top tip: If you've run the tap to clear your water, save it to water your household plants or garden.