

Dear Customer

We're improving the sewer system in your area...

- We plan to upgrade part of the sewerage network in Sandpits Road and New Road
- Initially, we will have to divert some existing underground services
- We will start these diversions in Sandpits Road from 13 July 2020, working under a road closure.

Why we're doing this work

When we get spells of very heavy rainfall there are properties in your area which suffer from flooding. This is not acceptable and we're investing in our network by upgrading the existing sewer to a larger size. This will help prevent this from happening in the future.

Important things to know

We plan to upgrade our sewers in Sandpits Road and Henley Road, Ludlow. Before we can install the new sewers in Sandpits Road, we will have to divert some of the existing underground services i.e. water, electric, gas and BT to ensure there is enough room so we can safely lay the new sewers. To allow us to carry out the service diversion work and installation of the new sewers safely and quickly, we will have a road closure in place on Sandpits Road, between its junctions with Julian Road and New Road. We will always keep access to your property or business, including access for emergency services, but access will be from one side or the other of the road closure, depending on where we are working. There will be no through road access and there will be a signposted diversion route in place, and you may wish to allow extra time for your journey. Pedestrian access will be maintained, at all times.

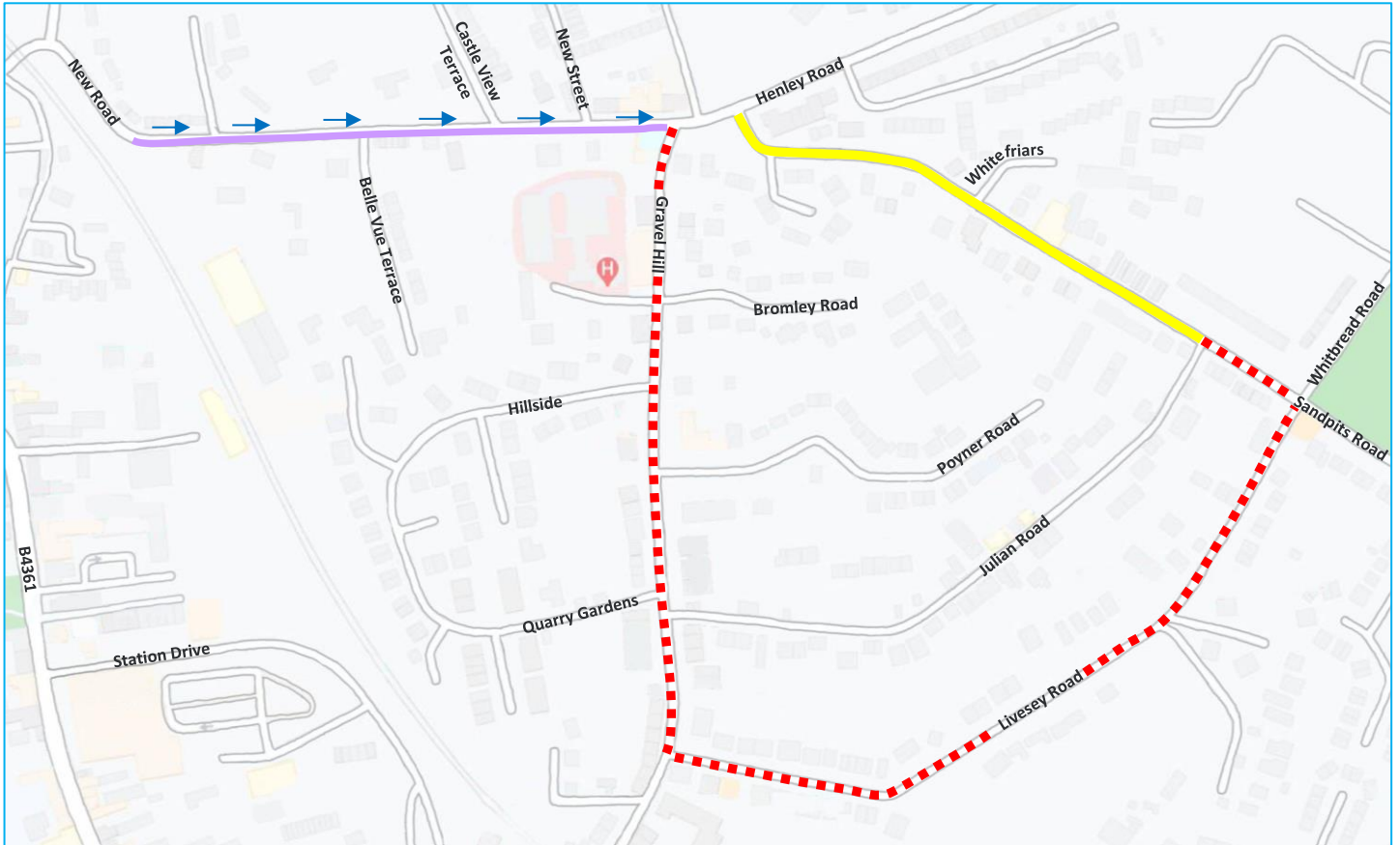
We also plan to upgrade our sewers in New Road and to allow us to carry out this work quickly and safely we will have a lane closure and one-way system in place, which will be in the direction from Fishmore Road to Gravel Hill. The location of the work and durations can be found on the rear diagram and table.

We plan to start the work from 13 July 2020 and complete the works in early 2021.

Do you own a retail business?

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 Loss team at businessloss@severntrent.co.uk for advice.

Plan – Sandpits Road and New Road, Ludlow flood alleviation works



KEY

- - - Diversion route for Sandpits Road closure
- Direction of one-way system on New Road

Table – Location and traffic management

LOCATION	START DATE	FINISH DATE	TRAFFIC MANAGEMENT
Sandpits Road	13/07/20*	26/02/21*	Road closure
New Road	05/10/20*	26/02/21*	One-way system/lane closure

*Please note these dates may be subject to change

Keeping you informed every step of the way

There are lots of ways for you to keep up to date with our work in your area:



www.stw.works



07725 073188 – Samantha Pedley, Amey Customer Service Officer

0800 521 660 – Amey 24hr Customer Service Centre

Please quote the project reference on the top 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.

Yours faithfully

Matthew Smart

Lead Project Manager, Severn Trent