

**:: Please keep this letter handy until the work is complete ::**

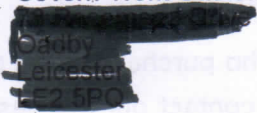
Severn Trent Water  
PO Box 407  
Darlington  
DL1 9WD

NXC340A

August 2022



Severn Trent Customer



Dear Customer

## We're improving your supply of wonderful water

As you may know, some of the water pipes in Oadby have been showing their age in recent years, resulting in a number of leaks and bursts. We're therefore investing £1.3million to replace the old leaky pipes for brand new ones to ensure the supply of Wonderful Water for the future.

### Important information

The team will be working in phases and will be starting phase one of work on **19 September 2022 on The Parade** at the bus stop close to the A6. They will work along The Parade **completing phase one close to Chapel Lane by 18 November 2022 before the Christmas period**. Phase two will start week commencing 9 January 2023 and work will progress along Leicester Road/London Road, completing all the phases by the middle of May 2023. We'll write to you with an update before the start of phase two.

Due to the location of the pipe and so we can keep everyone safe, we've agreed with the local authority to **close The Parade to through traffic around our working area**, please note that we won't be closing all of The Parade at the same time. Access to properties, businesses and buses will be maintained through a signed diversion route. **Please see the map on the next page to show where we'll be working in phases.**

We know our work can be a disruption but please be assured that we and our contract partner **Geda**, will do everything we can to minimise any inconvenience and complete the work as quickly as possible.

### Come and talk to us

If you have any questions or would like to know more about what's happening, we're hosting a drop-in session at the **Walter Charles Centre, Wigston Rd, Oadby, Leicester LE2 5QQ on Wednesday 24 August at 2.30pm to 6.30pm**. It's your chance to ask us any questions about the work and for us to find out more about your area. Feedback from our customers is important to us – so we'd love to see you there.

### Will my water supply be affected?

If we plan to interrupt your water supply, we'll notify you in advance with a card posted through your door letting you know the date, earliest start time and the latest end time that your water will be interrupted. We'll be doing our best to make sure your water supply is unaffected for the duration of our work.

### Retail Businesses

If you own or operate a business which receives visiting customers who purchase goods or services from you and our works are affecting your sales income, then please contact our Business Loss Team - [BusinessLoss@severntrent.co.uk](mailto:BusinessLoss@severntrent.co.uk) for further advice.

### Who do I contact about the work?

- If you have any queries about this work, please speak to the team who will help you in any way possible or get in touch with me on **07790 845234**
- Visit our 'Planned Improvements' webpage at [www.stw.works](http://www.stw.works) and scroll down for **The Parade**
- If you experience any issues with your water or sewerage service while the work is being done, please call our 24-hr operations centre on **0800 783 4444**.

Yours faithfully

Lisa Orme

Community Communications

Severn Trent



### Location of work

