

Severn Trent customer

Severn Trent
PO Box 407
Darlington
DL1 9WD

July 2024

Dear customer

We're carrying out some work in your area

Our network is big – over 40,000 kilometres of pipes for clean water and a further 90,000 for sewage. Together with everything else – from reservoirs, pumping stations and treatment works, to valves, tanks and connectors – there's a lot to look after.

What are we doing?

The sludge lagoon at our works at Trimpley reservoir is working well but is getting close to capacity. We want to empty it. Think of sludge as everything we remove from the water, dirt, soil and other substances you wouldn't want to drink.

The sludge will be removed and then transported via lorries for processing offsite. You will notice an increase in traffic to and from the reservoir. Please see overleaf for the route they plan to take. Work will start on 15th July, and we aim to be finished by Mid-October 2024. **We'll do our very best to keep to the above dates, but they may change due to circumstances beyond our control.**

Thank you for bearing with us

We know it can be a pain having this type of work happening near you but we (along with our contract partner Land & Water Group) will do everything we can to minimise disruption. We will use signs and barriers to keep everyone safe and will not impact any footpaths at the reservoir or your water supply.

Who do I contact about the work?

- If you have any queries about this work, please get in touch with me on **07977592495** between Monday-Friday 08:00am – 17:00pm (please quote the project title –
- 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**.
- For more information on Trimpley Reservoir visit www.stwater.co.uk/our-visitor-sites/trimpley-reservoir

Yours faithfully

Paul Hughes
Community Communications Officer
Severn Trent

HGV route to and from the reservoir

