

Project Title: Burrough to Waltham TM  
Project Ref: 6141030

WONDERFUL ON TAP



Severn Trent  
PO Box 407  
Darlington  
DL1 9WD

Our Customer

August 2021

Dear Customer

## We're replacing some of the water pipes in your area

We're going to be replacing some of the ageing pipes that have caused water network problems in your area. This is part of a £7.5 million investment in the Melton area to provide a safe and secure water supply for the future.

### Important information

Following on from the investigation work we did earlier this year, we're now ready to start replacing the pipes. This work is due to start week commencing 23 August 2021 and will continue through to 2022. The section in Burton Lazars will be completed by the end of October 2021 and we'll then be moving into the fields and private land. In 2022 the work will progress towards Waltham.

**The work will take place on Melton Road through the village, from North to South, where there'll be using traffic lights which will move along as the work progresses.**

**As we work past New Road and Cross Road we'll need to close those junctions for a short period for safety reasons. Only one will be closed at a time so there's access via the other for residents. A signposted diversion route will be in place.**

At the beginning of 2022 we'll need a short road closure on Little Dalby Lane again, in order to install a connection, but we'll write to residents directly affected nearer the time.

Below is a table showing the key dates and locations and at the end of this letter is a map showing the work at the top of Melton Road.

### Here are the key dates and locations:

Location	Start	End	Traffic management
Melton Road /A606 Cross Lane to the Gartree Stud	23 Aug 21	29 Oct 21	Rolling traffic lights
New Road / Melton Road junction	23 Aug 21	3 Sep 21	Junction closure
Cross Lane / Melton Road junction	6 Sep 21	17 Sep 21	Junction closure

### Please bear with us

We know that our work can be a nuisance, especially when we need to close a road, but please be assured that we, and our contract partner **nmcn**, will do everything we can to minimise the disruption. We apologise for any inconvenience this work may cause.

### Will my water supply be affected?

If we plan to interrupt your water supply we'll notify you in advance with a card through your letter box stating the date and the earliest start and latest end time of the interruption. We will of course any interruption to a minimum at this difficult time. It's advisable to save some water in buckets and jugs for handwashing and flushing the toilet during this period.

### 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 these works?

- If you have any queries about this work please get in touch with me on **07703 718436** during office hours.
- If your query is about your water supply or sewerage service rather than this project, the number to call is **0800 783 4444** for our 24 hour Customer Operations Service Centre.
- Get the latest updates on our website [www.STW.works](http://www.STW.works) and search for 'Burrough to Waltham'.
- Let us know how we are doing at: [www.stwater.co.uk/howsourwork](http://www.stwater.co.uk/howsourwork)

Yours faithfully

Helen Purdy  
Community Communications Team  
Severn Trent

## Location of the work and junction closures

