



28th January 2016

Bradley Street
Wotton Under Edge
Gloucester
GL12 7AP

SEVERN TRENT WATER Ltd
Customer Operational Service Centre
Severn Trent Centre
PO Box 5309
Coventry
CV3 9FH
Tel 0800 783 4444
Fax 024 7685 3509
Web www.stwater.co.uk
Our ref 11303214

We are going to be working outside 7 Bradley Street after 08:00 on 29/01/2016.

Dear Customer

We are planning to carry out repair and maintenance work on **29/01/2016**. We apologise in advance for any inconvenience this may cause.

We are hoping to complete the work as quickly as possible. Throughout the duration of planned work there will be restricted access to your property.

Please can any vehicles be removed within the vicinity to avoid any delays.

The work may increase the level of noise in your area. I know any noise disturbance can be a nuisance; we will make sure that the noise is kept to a minimum – I hope our essential work doesn't cause you and your family too many problems.

I'm sorry that this work may cause a short term access and parking issue in the area – but, thanks to your help, we will make sure this doesn't last too long.

For safety purposes, we will visit the site and put **temporary cones/barriers** in place. These should be there for no more than **3 Day(s)**.

Please be aware we will not require access to your property during the works. But whilst writing to you, I wanted to take the time to include some useful information about our free password scheme. It's on the back of this letter.

Finally, in the unlikely event you do have any problems, please do ring our Operational Emergency Helpline on 0800 783 4444. Our teams are here 24 hours a day, 7 days a week and will be pleased to help you.

Thank you for your help whilst we improve your water supply.

Yours faithfully

Penny Chapman
Tactical Planning Lead – WEST