

Dear Customer

We're improving your supply of wonderful water...

- We're going to be doing some vital improvement work in your area
- We plan to start the new water main in Broad Street from 28 May 2019.

Why we're doing this work

We're committed to making sure our customers receive a continuous supply of water now and in the future. So, we're investing £11 million to improve the water supply to Stroud. We'll be installing ten miles of pipes across the Gloucester network to the reservoir at Minchinhampton Common.

Important things to know

As part of this scheme we will be laying the new water main along Broad Street, King's Stanley from the property 'Olde Club House' to its junction with The Grove. To allow us to complete this work safely and quickly we will have a road closure in place. As the road is narrow on this section of Broad Street we cannot keep a safe vehicle width and we need to ensure your safety and the safety of our workforce. 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. The location of the work, durations and traffic management can be found on the rear diagram.

We plan to start from 28 May 2019 and take approximately 10 weeks to complete the work.

How can I find out more?

We understand you may have some questions about the work and how it may affect you, so we'd love to meet you.

**We'll be in Selsley Scout Headquarters, The Old Forge, Selsley, GL5 5LB
on Wednesday 17 April 2019, 3:30pm – 7:00pm.**

We'll be able to show you our plans, answer any questions you may have and crucially, get your input and feedback.

If you are unable to attend and would like more information on the scheme or a visit, please call Amanda Hales on the number at the end of the letter.

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 Compensation team at businesscompensation@severntrent.co.uk for advice.

Plan – Stroud Resilience - Broad Street

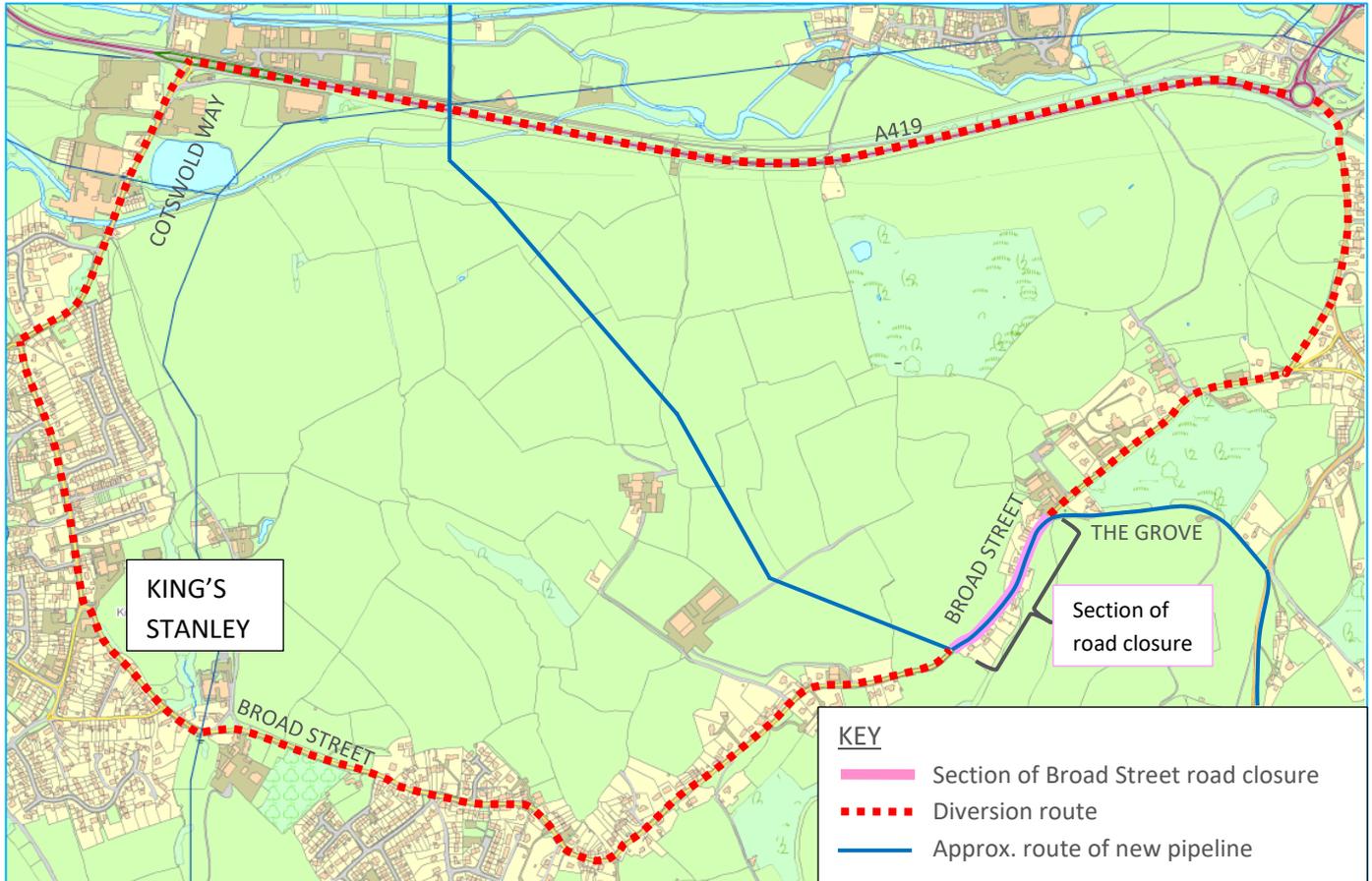


Table – Affected road and traffic management

LOCATION	START DATE	FINISH DATE	TRAFFIC MANAGEMENT
Broad Street (between 'Olde Club House and The Grove)	28/05/19*	02/08/19*	Road closure

*Please note these dates may be subject to change depending on progress

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:



07545 114615 – Amanda Hales, Amey Customer Service Manager
0800 521 660 – Amey 24hr Customer Service Centre



www.stw.works

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

Paul Hiatt
 Programme Manager
 Severn Trent