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

Severn Trent Water

Customer Care

PO Box 407

Darlington

DL1 9WD

July 2024

Severn Trent Customer

Dear Customer

**We’re improving your waste network**

You may be aware, we’ve been upgrading the sewage pipes in your area as part of a £20million scheme to improve the waste network and overall river quality. A lot of this work has taken place in private land, however we sometimes need to work in the road.  
  
**Important information**

* **We will be closing a section of the A453 near Tonge in between Walton Hill and Moor Lane, which is used as access for the A42, for a period of 6 weeks from 15 August 2024** (shown on the map overleaf in red).
* The team will be **working 7 days a week** in order to complete the job and reopen the road as quickly as possible.
* Their working hours will be between 07:00AM and 18:00PM.
* For safety reasons no vehicles will be permitted access through the closure for the duration of the works.
* There will be a signed diversion route in place.

**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.

**Stay up-to-date with the work**

* 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.**
* Visit our website **www.stwater.co.uk** and look at our ‘planned improvements’ page for updates.
* Call me (Christina Massey) directly on **07974 119705** within normal office hours.

A map of a farm

Description automatically generated  
\*Distances shown are approximate

Yours faithfully

Christina Massey

Communications Officer, Severn Trent