

## WONDERFUL ON TAP

Project ref: Sewer Repair – Owthorpe Road  
Project ref: 6152303



Severn Trent Water  
PO Box 407  
Darlington  
DL1 9WD

25 April 2023

The Customer  
Cotgrave

Dear Customer

### Foul Water Sewer – Owthorpe Road, Cotgrave

#### Update

The existing foul water sewer located in in Owthorpe Road between Saxon Way and Gripps Common was found to be damaged resulting in flooding to property. The initial cause of the damage has now been repaired, however further cleansing and inspection of the sewer have identified other sections of sewer that are at risk of causing flooding incidents, therefore work will continue until the sewer can be left in a good working condition.

Unfortunately, the foul sewer that flows from Saxon Way into Owthorpe Road that was partially replaced a couple of years ago has deteriorated further and will require additional work before its condition worsens. Once we have determined how best to do this, I will provide a further update.

#### Thank you for bearing with us

We know our work can be a nuisance but please be assured that we are doing everything we can to minimise any disruption and complete the work as quickly as possible.

#### Will my supply be affected?

We don't anticipate any interruptions to your water supply or sewerage services during this work, but if you experience any issues please call our Customer Operations Service Centre on **0800 783 4444**.

#### Stay up to date with progress

If you have a query about this work, please get in touch with me on **07825 009412** in normal office hours.

If you experience any issues with your water or sewerage service while the work is being done, please call us on 0800 783 4444.

Yours faithfully

Chris Keys  
Project Manager, Severn Trent