

Our Ref: SN024/0379

4 December 2025

Dear Customer,

Important update on planned work in your area

At Northumbrian Water, we remain committed to protecting and enhancing the environment by ensuring our sewerage network is resilient and operates effectively. As part of our ongoing investigations following the completion of earlier environmental surveys, we will shortly be carrying out further testing in your area.

We will be undertaking some additional investigation work on the field located on Elwin Place and to the rear of Brakenbeds Close. This is a routine test conducted as part of our design process to confirm the most appropriate technical solution for the next phase of improvements.

These works are planned to commence from **Monday 8 December 2025** and are expected to last **approximately one week**. Our teams will make every effort to keep any disruption to a minimum, and access to homes will be maintained at all times.

We will continue to keep you updated as the project progresses, including providing more detailed information on the construction phase early in 2026. We also look forward to welcoming you to our customer event in the new year where you will be able to view our plans and speak directly with the project team.

For more information and regular updates, please visit our community hub at <https://communityhub.nwl.co.uk/en-GB/projects/pelton-improvements> and follow the link to the relevant project page. Or use the QR code shown below. Here you will also find answers to frequently asked questions.

If you do require any further information or advice, please contact our Customer Centre on 0345 717 1100 or visit www.nwl.co.uk to request a call back from the project team. You can also follow us on X [nwater_care](#) and [NorthumbrianH2O](#).

Yours sincerely,

Christopher Bond

Project Manager

