

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

Severn Trent Water
PO Box 407
Darlington
DL1 9WD

Severn Trent Customer

17th June 2026

Dear Customer

Update on the water pipe replacement in Wheaton Ashton

As part of a major replumbing to the water network across our Central region, we're replacing old water pipes in Wheaton Ashton. This essential work is part of our huge investment in the Midlands to reduce the risk of leaks and bursts, improve reliability, and ensure your water supply stays strong for generations to come.

You may have seen our team in the area replacing the water pipes as part of this major upgrade. The team have been on site since March and we are now ready to move to the next phase of works.

Where and when we'll be working

The team will be working from **Monday 13th July** until **Sunday 30th August**, beginning on Beech Close. During this period, there will be road closures and restricted access covering all of the cul-de-sac. Access will be maintained for residents who live within the closures.

The provisional schedule of works will can be seen below:

Phase	Road Name	Start Date*	Approx Duration*	Traffic Management
1	Beech Close	13/07/2026	2 Weeks	R/C With restricted Access
2	Oak Drive	20/07/2026	2 Weeks	R/C With restricted Access
3	Badgers End	27/07/2026	2 Weeks	R/C With restricted Access
4	Cranbrooks	03/08/2026	2 Weeks	R/C With restricted Access
5	Oaksmoor Close	10/08/2026	3 Weeks	R/C With restricted Access

We know our work can be disruptive and we're sorry for any inconvenience this essential work may cause. Please be assured that we will do everything we can to minimise any inconvenience and complete the work as quickly and safely as possible.

Stay up to date

We will do our best to stick to the start and end dates outlined above – however, due to circumstances beyond our control, sometimes these do change. We will of course keep you up to date with any alterations.

To ensure you stay updated, please make sure your contact details (phone, email, address) are accurate, download the NextDoor app and keep an eye on local social media channels. You can also visit our website at stwater.co.uk/mains-renewal.

Will my water supply be affected?

If we plan to interrupt your water supply, we'll notify you in advance with a card posted through your door letting you know the date, earliest start time and the latest end time that your water will be interrupted. We'll be doing our best to make sure your water supply is unaffected for the duration of our work.

During or after the work, there's a small chance your water may appear discoloured. This is nothing to worry about and will quickly go back to normal. We'll be doing our best to make sure your water supply is unaffected for the duration of our work. To find out more about clearing discoloured tap water, please visit our website www.stwater.co.uk/discolouration.

Smartening up your water supply

While we're carrying out this work, we'll also be fitting smart meters within your area. These clever devices put you in control by showing exactly how much water you use and alerting you if there's a leak.

Did you know that switching to a measured bill could save you money? In fact, 3 out of 5 Severn Trent customers could be saving right now.

👉 To switch your bill, follow this URL: stwater.co.uk/switchmains

👉 To find out more about smart metering, follow this URL: stwater.co.uk/smartmains

Business owners

If you own or operate a business that receives visiting customers who purchase goods or services from you and our works are affecting your sales income, please contact our Business Loss Team at BusinessLoss@severntrent.co.uk for further advice.

Who do I contact about the work?

- If you have any queries about this work, please speak to a member of the team on site who will help in any way they can or get in touch with me on 07974429872 between 08:00am – 16:00pm.
- Visit our Planned Improvements website at stwater.co.uk/planned-improvements.
- 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**.

Yours faithfully

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Customer Liaison Officer
Severn Trent