

December 2011

Project: NCA - 80018802

Dear Customer

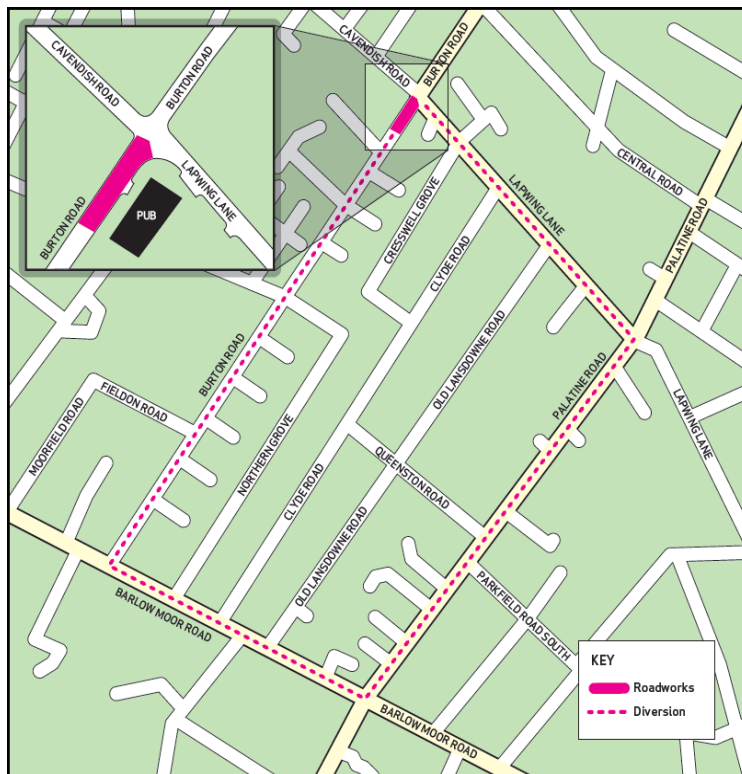
Sewer improvement work – Burton Road

As part of our continued investment to improve the sewer network across the North West we are proposing to carry out work on the sewer on Burton Road. Currently at times of heavy rainfall the sewer network in Didsbury struggles to cope, resulting in storm water and sewerage related litter discharging into the River Mersey.

To provide your area with a sewer network that can meet the demands of today and the future, we have designed a scheme that will clean up and improve the existing sewage discharge into the River Mersey. This will help to improve water quality and provide important long term environmental improvements.

How this may affect you

From **Tuesday 3rd January 2012** we will be setting up our temporary work area on Burton Road between the junctions with Lapwing Lane and Vicker Grove. We expect the works to take approximately 14 weeks to complete.



Unfortunately, we will need to temporarily close this section of Burton Road and the footpath that runs along the side of The Metropolitan during our works.

A diversion route will be clearly signposted on site and pedestrian access will be maintained at all times.

We appreciate that our works may cause some disruption and that is why we have held back the works until the quieter months of January through to March.

Our representatives on site will be available to discuss any access restrictions or delivery requirements if you find that you are directly affected by the closure and will try to assist you.

On **Wednesday 14th December 2011 between 3pm – 7pm** we will be holding a public exhibition in our mobile visitors centre at The Metropolitan car park. This is where members of our project team will be available to discuss any questions you have regarding the works.

Works we will be carrying out

- diverting existing service pipes (gas and water)
- carrying out modifications to an existing combined sewer overflow (CSO)
- installing a new CSO chamber with powered screening equipment
- installing a new control kiosk and associated cables

Community Fund Scheme

We have recently set up a Community Fund Scheme for the benefit of community groups in areas where we are working. It allows groups to apply for grants of up to £500 where the group can show that the money will be used to improve the community.

This fund has recently been introduced to our project at Darley Avenue in Mersey Bank Park and will remain open to applicants throughout our works on Burton Road.

For more information on our 'Community Fund' scheme and our downloadable PDF application please visit: www.uu.didsburylife.com

Application packs and further information regarding our works will also be available in the Didsbury Life office at 212 Burton Road.

In our continued effort to deliver the best possible customer experience and resolve your call first time, we have set up a dedicated telephone number. So, if you need any further information or help relating to this project, please call us on **0845 213 0208** and we will be happy to help. Please quote project number NCA 80018802 when you call. If you wish to contact us about anything else please call us on 0845 746 2200.

Yours faithfully

**Customer Co-ordination Team
United Utilities**