

Project number: 80061564

July 2020

Hello,

**Keeping you updated about our sewer improvement work in Eccles**

We've recently carried out a number of surveys and investigations in the area and you may have received letters explaining the work that we have completed so far. We've now developed our plans which will help to resolve sewer flooding for a number of properties within the area and we wanted to update you on the next stages of our work.

**What will our work involve?**

We're expecting to start our work in October 2020 and it will take around six months to complete. During this time, we'll be building a new underground storage tank within the Three Sisters Park, just off the highway on Rutland Road. In order to connect the storage tank to our existing sewer network, we'll install new pipes along Rutland Road and Sandwich Road which will be completed in individual sections.

When we carry out this type of improvement work in communities we prefer to hold local drop-in sessions, so we can provide more detailed information about the project, and our project team could answer any queries you may have. However, as you would expect in the current situation, we're following the Government advice to practice social distancing. We still want to provide further information about the work, so we'll be sending an overview leaflet shortly which will explain our work in more detail and we'll continue to provide further updates as the project progresses.

**Additional information about our work – planning application**

As the water company who manages and maintains the network of pipes in your area, the majority of the proposed work can be carried out with agreement from the local authority. However, there are some elements which will require planning permission.

The elements of our work that will require planning permission include the construction of a grasscrete footpath and pressure relief column. We've now submitted our application and there will be images included within the leaflet to show what this will look like once complete.

We do understand that it's still a challenging and uncertain time for everyone.

Our teams are safely continuing to carry out maintenance or improvements on our water and sewer networks, so that we can keep taps flowing and toilets flushing for our customers across the North West. We're following social distancing guidance while we work, if you do see our teams, please can we ask that you maintain a safe distance to make sure that you and our colleagues stay safe.

#### **Priority Services – extra help for those who need it most**

We can all benefit from a bit of extra support at some stage in our lives. This could be due to age, ill health, disability, mental health problems, financial worries or language barriers. Priority Services is free and could help you, your family or your friends benefit from additional support from us so we can respond quickly to those particular needs. If you would like to register for priority services, then please visit [unitedutilities.com/priority-services](https://unitedutilities.com/priority-services) or give us a call on 0345 072 6093.

#### **Keeping in touch with us**

We continue to have various ways you can contact us online via social media, our mobile app and our online account management service via [unitedutilities.com](https://unitedutilities.com) Our phone lines continue to remain open if you do wish to speak to us directly.

Yours faithfully

Customer Services