

Our Ref: ST023/0223

++ February 2024



Dear Customer

**We're planning some work in your area**

We wrote to you in September to let you know we are planning to upgrade the sewage treatment works just outside Bishopton, not too far from your home.

We wanted to let you know that due to unforeseen circumstances, there has been some delays within our programme which has resulted in our start date being pushed back to **19<sup>th</sup> February 2024**. We apologise for any confusion or disruption this may have caused.

Our work is part of a £1 million investment project and will be carried out by our construction partner Mott MacDonald Bentley (MMB). The upgrade will ensure this essential site continues to provide an effective treatment service for your home and the wider area.

All the work will take place within our site, and I do not anticipate any disruption for you. However, I just wanted to let you know that you may notice increased activity and more vehicles using the access route through the village, as well as a little more noise from the site.

**The work will be limited to Monday to Friday, 8 am to 6 pm and we expect to complete our upgrade by August 2024.**

You can find out more information about our project on our community portal at [www.nwlcommunityportal.co.uk](http://www.nwlcommunityportal.co.uk) and follow the link to the Bishopton Sewage Treatment Works Upgrade page or use the QR code at the top of this letter . Once our works are underway regular updates will be posted.

If you would like to speak to a member of our Project Team, you can telephone our customer contact centre on **0345 717 1100**, tweet us @nwater\_care or contact us via our community portal. Whichever way is best, we'd really like to hear from you.

Kind regards

Jamie Oyebade  
Project Manager