



from  
**Southern  
Water** 

in partnership with  
  
JOINT VENTURE

Ref: PRN 752215  
Date: 2 February 2024  
Tel: 0330 303 0368

Dear Customer,

## Important information

We're improving the quality of water released into the environment. We're investing over £2m to improve how we treat wastewater at our treatment works in Blackstone Wastewater Treatment works.

### How does this benefit me?

The work will involve installing new equipment for new treatment stages and electrical control equipment. We will also need to build new manholes, pipework, and ducting. All work will be carried out within the existing treatment works.

### When will you do this work?

We're expecting to start work on site on 26 February 2024 when we will construct our compound and storage area before we start construction work. We anticipate we'll complete the work in December 2024.

### How will this affect me?

- You may notice increased activity and noise from the site and an increase in traffic movements.
- Our team will work hard to avoid deliveries during school drop-off and pick up times when the roads are already busy.
- Our working hours will be 7.30am to 5.30pm, Monday to Friday. We do not intend to work at weekends or on bank holidays but may need to, to get the job done. We'll tell you if we do.
- All work will take place within our treatment works.

### How to contact us

Please contact Matthew Thompson, Communication and Communities Lead, GTb, on 07810655423 or [thompsonm@binnies.com](mailto:thompsonm@binnies.com), Monday to Friday, 9am to 5pm.

Alternatively, please call Southern Water, out of hours, on 0330 3030 368. Just tell us you're calling about Capital Projects, with Project Reference Number (PRN) 752215, so we can help you more quickly. Or you can email us at [capitalcomms@southernwater.co.uk](mailto:capitalcomms@southernwater.co.uk).

We would like to thank you for your support and patience whilst we undertake this essential work.

Yours faithfully,

A handwritten signature in black ink, appearing to read 'Stanford', with a long horizontal flourish extending to the left.

Cecile Stanford  
Project Manager

**Using your information:** We use the information you give us to resolve your queries and provide you with water and wastewater services. We also collect feedback to help us improve our services. To find out more please visit [southernwater.co.uk/privacy](https://southernwater.co.uk/privacy).







