

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

Severn Trent  
PO Box 407  
Darlington  
DL1 9WD

Severn Trent Customer

May 2025

Dear Customer

## We're future proofing your waste network

We're investing £7.6 million in **Milton Sewage Treatment Works** on improvements to the waste treatment process to ensure it meets the challenges of population growth.

In the coming weeks you'll see an increase in activity on site, including the creation of a compound to provide clean welfare facilities for the team, as well as storage for our equipment. There will be an increase in traffic coming to and from the site as a result of this work. Our contractors Kier will be working between 07:00AM and 17:30PM Monday to Friday, and while weekend working is not currently planned it may be necessary in the future.

The project is expected to be completed by the start of 2027 and includes the installation of equipment such as a new storm tank to increase storage and help minimise the impact of spills on the environment.

### Who do I contact about the work?

- If you have any queries about this work, please get in touch with me on 07974 119705 within normal working hours and I'll be happy to help.
- If you experience any issues with your water or sewerage service, please call our 24-hr operations centre on 0800 783 4444.

Yours faithfully,

Christina Massey  
Severn Trent Community Communications Officer

