

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

Severn Trent Water  
PO Box 407  
Darlington  
DL1 9WD

February 2026

Dear Customer

### Customer Update: Pipe Renewal Works

We have been upgrading the water network serving your community by investing to replace some of the old pipes in your area with brand new ones.

Recent periods of persistent wet weather have significantly affected ground conditions, making the soil soft, waterlogged, and unsafe for our teams to continue working at the necessary pace. As a result, progress has been slower than planned.

To ensure the work is completed safely and to the required standard, the **completion date** has been rescheduled to **27 February 2026**.

\*Please note dates may change, we'll keep you updated as our work progresses\*

### Please bear with us

We understand that delays can be frustrating, and we apologise for any inconvenience this may cause. Please be assured that the Amelio team are working hard to complete the scheme as quickly and safely as possible.

### Who can I contact?

- If not, you can get in touch with me on 07484 508246 during normal office hours. Please remember to quote the project title, **Chapel Lane (Bingham) Mains Renewal**.
- Or you can email me on [communitycomms@severntrent.co.uk](mailto:communitycomms@severntrent.co.uk)
- If you have a query out of office hours, please contact our 24hr Customer Contact Centre on **0800 783 44 44**.

Yours faithfully

Lydia Coles, Community Communications Officer  
Severn Trent

