


Severn Trent  
Customer Care  
PO Box 407  
Darlington  
DL1 9WD



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THE CUSTOMER  
L/LORD SUPPLY @ ARENA VIEW KINGSCOURT  
ARENA MANAGEMENT COMPANY LTD  
2 EDWARD STREET  
BIRMINGHAM  
B1 2RX



04472/200320/MP

9 March 2020

Dear Customer,

**Great news, we're making improvements to the water supply in your area.**

We want you to always enjoy clear, clean water in your property, so we'll be in your area to check our pipes and to carry out some essential maintenance work as over time naturally occurring mineral deposits can build up in the pipes, and we need to flush these out.

**We'll be in your area between: 16 March until 22 March.**

In order to cause you as little disruption as possible **we will only be working between the hours of 10:00pm and 6:00am from Monday - Sunday.** Our work will only impact your property for a short amount of time as we progress through your area and in most cases you may not even notice we were there.

**Please bear with us...**

During the time we are flushing, you may notice your water pressure is slightly lower than usual and there's a small chance your water may appear discoloured. This is nothing to worry about, and will quickly go back to normal. We'll be doing our best to make sure your water supply is unaffected for the duration of our work.

If you do find that your water is discoloured, then we've got some useful advice on the back of this letter so you can help clear it quickly.

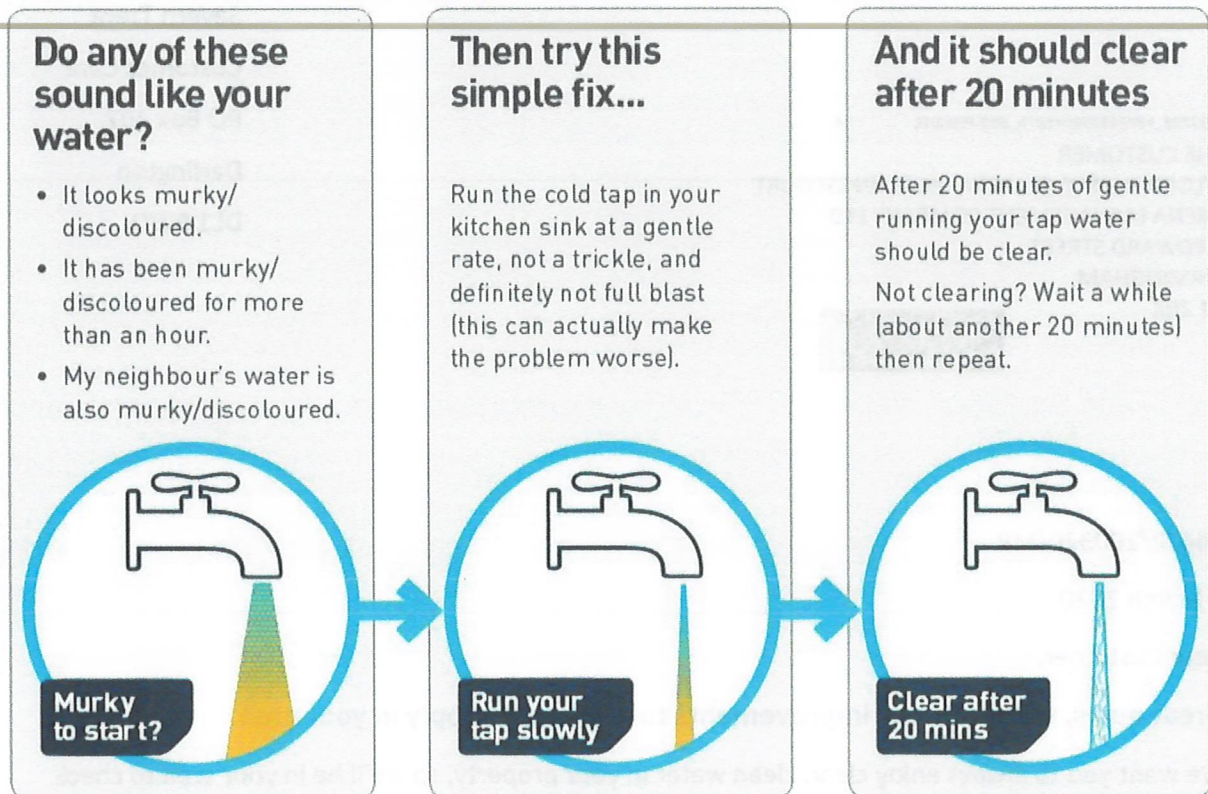
**A BIG thank you!**

We wanted to say a massive thank you for helping us to take care of your water.

Matthew Penfield

**Network Maintenance Team Manager**

## What to do if you experience Discoloured Water



### What are these bits or sediment?

They are small naturally occurring mineral deposits that have built up in the water pipes which may have been disturbed during our work.

### If your water is discoloured:

- Do not run the hot tap
- Do not use any appliances fed by your water supply
- Do not use dishwashers or washing machines
- Try to avoid flushing the toilet

This is to prevent any bits of sediment getting into the appliances.

### Medical conditions

If you have any specific medical conditions that may be affected by this work, for example if you use home dialysis please contact us and we will see how we can assist you further:

By **Live Chat** on <https://www.stwater.co.uk/help-and-contact/> (Open 24/7)

**Tweet us @stwater** or **Facebook Message** us

Phone: 0800 783 4444