

THE OCCUPIER  
«ADDRESS1»  
«ADDRESS2»  
«ADDRESS3»  
«ADDRESS4»  
«ADDRESS5»  
«POSTCODE»

16 April 2025

Dear Customer,

### **Sewer renovation in Berrow, Burnham-On-Sea**

We've been carrying out investigations of the sewer in your area to assess the condition of the network and have identified the need to repair sewers on this road.

Relining and sealing sewers in this way helps protect the environment, preventing foul water escaping and groundwater entering sewers, which can lead to flooding or storm overflows automatically discharging into rivers or the sea if the system becomes overwhelmed.

You can read more about the work we're carrying out to protect the environment at **[wessexwater.co.uk/overflows](https://wessexwater.co.uk/overflows)**

This work will start on **Monday 29 September 2025** and continue **for five days** until **Friday 3 October 2025**.

#### **How will the work affect you?**

Most of the repairs will be carried out using 'no-dig' techniques, which are quicker and less intrusive than replacing the pipe in a conventional manner.

There may be a smell of resin during the work, likely more noticeable in cellars or low-level rooms. This is not harmful and is generally short lived. If you do experience this, please open any doors and windows to ventilate the area for several hours and run water in any sinks and baths etc. to ensure your traps (waste pipe U-bends) are fully charged (full). There is further information in the enclosed leaflet.

- **Monday 29 September - Friday 3 October 2025 – Brent Road** will be closed to through traffic between **Mulberry Health Centre** and **South Meads**, with a signposted diversion in place.
- **Monday 29 September – Friday 10 October 2025 – Rolling three-way traffic lights** will be in place on **Brent Road**, between **South View** and **The Maples**

You will have access to your property, and we shouldn't need to enter but if we do, our staff carry identification which you should ask to see before letting them in.

There may be some noise disruption while this work is carried out, but every effort will be made to keep this to a minimum and complete the work as quickly as possible.

You can continue to use your water and sewerage services as normal unless we tell you otherwise.

#### **Anything else you need to know?**

You don't need to do anything. For security reasons, we will install an alarm system at our construction compound. If the alarm goes off when the site is unoccupied, or if you have any further questions about our work, please call **0345 600 4 600** or visit **[wessexwater.co.uk/contact-us](https://wessexwater.co.uk/contact-us)**

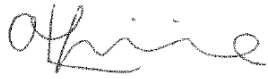
If you are a **business or other non-household property** you will need to contact your water retailer with any enquiries. You can find their contact details on your most recent water bill.

#### **Need some extra support?**

We know that some customers need extra help due to age, ill health, a disability, mental illness or additional needs. This may include easy access to water during a leak or outage, help reading your meter, or setting up a password for when we visit. You can register for Priority Services on our website at **[wessexwater.co.uk/priorityservices](https://wessexwater.co.uk/priorityservices)** or call us on **0345 600 4 600**.

We're sorry for any inconvenience caused by our work.

Yours faithfully

A handwritten signature in cursive script, appearing to read 'Liv Finnie'.

Liv Finnie  
Wessex Water