THE OCCUPIER

«ADDRESS1»

«ADDRESS2»

«ADDRESS3»

«ADDRESS4»

«ADDRESS5»

«POSTCODE»

16 May 2024

Dear Customer

**Upgrade to Milbourne Water Treatment Centre**

We’re upgrading Milbourne Water Treatment Centre to improve reliability of the water supply to our customers. This work will involve installing a new booster pump station to ensure supply to all customers in the event of an unplanned issue at the treatment centre.

Work will start on **Tuesday 28 May 2024** for approximately four months and the upgrade will take place without interruption to local water supplies.

**How will the work affect you?**

All the work will take place within our existing site which is near Monks Park. Some work may be visible during construction and there will be additional traffic using the access track to the site.

There may be some noise disruption while this work is carried, but every effort will be made to keep this to a minimum.

You can continue to use your supply services as normal unless we tell you otherwise.

**What should you do?**  
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**

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** or call us on the number below.

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

Yours faithfully

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Kirstie Hearn

Wessex Water