

Project number: 80064941

31 March 2022

Hello,

Mersey Valley Sludge Pipeline investigation work – Halebank Village Green, Halebank Village, Widnes

Following on from the burst that occurred this time last year, we carried out a clean-up operation on Halebank Village Green. We had hoped to be able to quickly reinstate the area affected, but we had issues with what we believed was excess groundwater making it much more difficult to resolve.

Through further investigation, it became apparent that this water was as a result of previous work to monitor ground water in the area by Halton Council. We have been working closely with them to determine the best way to resolve the issue with the standing water.

You may have noticed that they have recently been carrying out work to resolve this issue.

What the next phase of works will involve:

- From week commencing 4 April we will create an access track onto Halebank Village Green from the gate off Hale Road.
- We will set up a small compound adjacent to the boundary of Network Rail land.
- We will also access an area of land next to Ditton Brook off Hale Road near the junction with Ditton Road.
- We will dig down onto the pipeline in those two areas and carry out the CCTV survey work. This will provide us with additional information to help us to decide on our next steps to either repair or refurbish the section of pipe that runs from Halebank Village Green, under the railway line to the far side of Ditton Brook.
- Once we have defined our next stage of work will write to you with an update.

How the works may affect you:

- The work will start week commencing 4 April and will take approximately 6 weeks to complete.
- You will notice construction activity on Halebank Village Green and an increase of vehicle traffic to and from site.
- Our normal hours of work are from 07.30 to 18:00 Monday to Friday and if required 08:00 to 13:00 Saturdays. If we need to work any extra hours, we will again write to advise you of this in advance.
- You may hear an increase in noise whilst we undertake these works, although our site team will do all they can to keep this to a minimum.

Still have a question?

You can call us on 0345 672 3723 quoting project number 80064941. We'll be happy to help.

Yours faithfully,

Customer Services



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Priority Services – extra help for those who need it most

If you or any of your family and friends have particular health issues and haven't yet registered for Priority Services, then please visit [unitedutilities.com/priority services](http://unitedutilities.com/priority-services) so we can be aware of your needs and do our best to support you in terms of your water services. If you know someone who isn't online then you can register them on their behalf.

We're here to help

Thanks for your patience, we're here to help if you have any queries or if you want to know more about the range of help and support we have available as the impact of Covid-19 continues to affect many of us who live and work in the North West. So please don't hesitate to get in touch. You can do this via our social channels or if you prefer give us a call on 0345 672 3723 quoting the project number at the top of this letter.