

# Important notice



**Sorry we haven't been able to contact you, however we really need you to call us.**

We urgently require access to the manhole on your property. This is to ensure that we can maintain the sewers running to and from your house. This work will also help to reduce the risk of flooding.

Please could you call our sensor installation team on **\*01772 584900** and quote project number **80041719** as soon as possible, so we can arrange a suitable time to attend.

\*This is a dedicated number for the work, carried out by our partner Sapphire Utility Services.



We sent you a leaflet to let you know about the work we're doing in your area, that will help to prevent blockages and sewer flooding.

To help us manage the sewers in your area, we're installing digital sensors in manholes, so any issues are quickly picked up and we can investigate before it becomes a problem.

**What will the work involve?** This check won't take long, there's no cost and unless the manhole is in a locked area, such as your back garden, you don't even need to be at your home/business. If you are in, you can still continue to use all your water services as usual while we carry out the work.

- The first visit involves lifting the manhole cover to assess the condition of the manhole.
- If the manhole is suitable to install a sensor, we'll return at a later date to place a small sensor in the manhole. This normally doesn't require any drilling or disruption and if it does, we will speak to you before the work begins.

**What we need you to do?** We just need to make sure we can access the manhole, therefore if it is in a locked location and you need to provide access, please can you contact our sensor installation team on **01772 584900** to advise when is the best time to visit you.

If the manhole is visible and in easy reach, we'll be installing the sensor over the next four weeks, so there is no need to contact us.