

Project ref: 2651



:: Please keep this letter handy until the work is complete ::

Severn Trent Water
PO Box 407
Darlington
DL1 9WD

October 2026

Severn Trent Customer

Dear Customer

Update on the water pipe replacement in Market Drayton and Whitchurch

You may have seen our team in the area replacing the water pipes as part of this major upgrade. The team have been on site since March and have replaced **3,894 KM** of pipes so far. We’re now ready to move on to the next phase of works.

Where and when we’ll be working

The team are currently working on New Street Lane under a road closure, with an anticipated completion date of **12 October 2026**. The provisional schedule of work can be seen in the table below and the map overleaf.

Phase	Road Name	Start Date*	Approximate Duration	Traffic Management
10.1	New Street Lane	14/09/2026	4 weeks	Road Closure - from outside King William Lodge to outside Moat Farm Cottage
4.1	Willaston Road Moreton Wood Farm to Boundary Farm, Whitchurch	28/09/2026	5 months	Road Closure
4a	4-way junction crossing Willaston Road to Moreton Wood Farm	28/09/2026	2 weeks	Some Carriageway incursions at the junction with Willaston Road & Bletchley Road
12.1	Castle Hill Farm junction To A529 junction Spoonley	12/10/2026	2 months	Road Closure
3.1	Willaston Road	12/10/2026	7 weeks	Road Closure
3.2	Willaston Road, Whitchurch	30/11/2026	3 weeks	Road Closure – End of Willaston Road to the junction west of Willaston Farm

We will do our best to stick to the start and end dates outlined overleaf – however, due to circumstances beyond our control, sometimes these do change - we will of course keep you up to date with any alterations.

We know our work can be disruptive and we're sorry for any inconvenience this essential work may cause. Please be assured that we will do everything we can to minimise any inconvenience and complete the work as quickly and safely as possible.

To ensure you stay updated, please make sure your contact details (phone, email, address) are accurate, download the NextDoor app and keep an eye on local social media channels.

Join us to find out more

We'd love to talk to you in person and answer any questions about the upgrades. You can also find out more about your water supply and how Severn Trent can help you at our community drop-in event:

Date: 7 October – **add new date in**

Time: 3:30 pm – 6:00 pm

Location: Adderley Village Hall, A529 Main Road, Adderley, Market Drayton, Shropshire, TF9 3TF

Will my water supply be affected?

If we plan to interrupt your water supply, we'll notify you in advance with a card posted through your door letting you know the date, earliest start time and the latest end time that your water will be interrupted. During or after the work, there's a small chance your water may appear discoloured. This is nothing to worry about and will quickly go back to normal.

Get in touch

- If you have any queries about this work, please speak to a member of the team on site who will help in any way they can or get in touch with me on **07889535425** between 08:00am – 16:00pm (please quote the project reference – 2651)
- If you experience any issues with your water or sewerage service, please call our 24-hr operations centre on **0800 783 4444**.

Find out more

Get more information on our mains renewal programme, smart metering, your water supply and more by visiting our website: stwater.co.uk/mains-renewal.

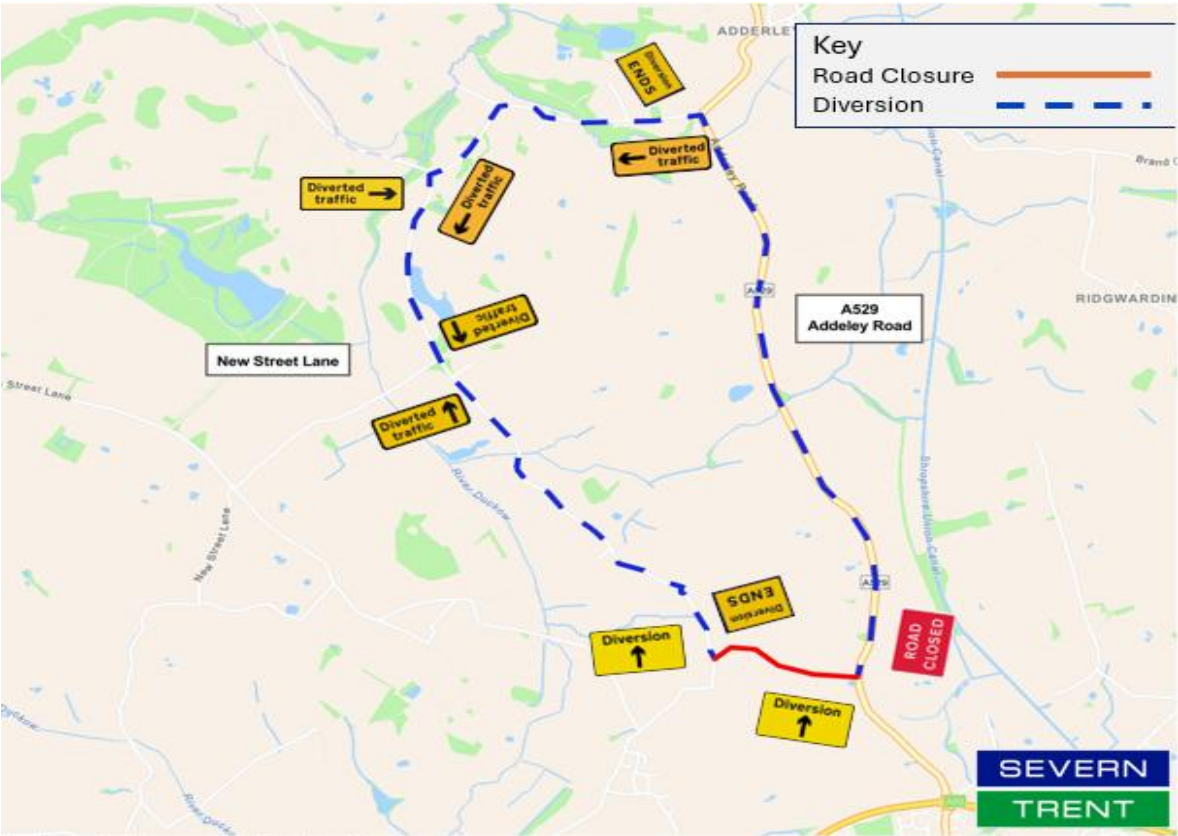
Yours faithfully

Lucy
Customer Liaison Officer
Severn Trent

Map of 4.1, 4a, 3.1 and 3.2 with diversion (revised)



Map of 4.1, 4a, 3.1 and 3.2 with diversion



Map of 12.1 with diversion

