

Project Title: Hadnall

## WONDERFUL ON TAP



Information about your Wastewater Service

Severn Trent  
Customer Care  
PO Box 407  
Darlington  
DL1 9WD

16 October 2025

Dear Customer

### Continuing Our Commitment to Hadnall – Wastewater Investigations

Earlier this year, we wrote to you about the flooding issues affecting Hadnall and invited you to a community drop-in session in May. We want to thank everyone who joined us and shared their experiences, concerns, and local knowledge. We heard you clearly — and we understand how distressing and disruptive these issues have been. We're truly sorry for the impact this has had. Please be assured that we're taking this seriously and remain fully committed to finding long-term solutions.

### What's happening next?

As part of our ongoing investigations, our contract partners **Dene-Tech** will be in your area between **27 October and 30 October 2025** to carry out CCTV surveys and install flow monitoring equipment underground. This work is essential to help us further understand how the network is performing and where improvements are needed. The surveys will involve opening manholes, some of which may be outside your property. In some cases, we'll also inspect rainwater removal systems using dye tracing. If we need access to your property, our team will knock on your door to request permission. If you're not home, we'll leave contact details so we can arrange a suitable time to return.

Our **Dene-Tech** team will carry out the work in the below locations using appropriate traffic management measures such as signs, barriers, and traffic lights. All engineers will carry identification and a copy of this letter.

- Various locations along the main A49, Shrewsbury Road
- In the field off Astley Lane
- Within these streets & outside these properties: Abbot Drive, Blacksmiths View, Wrekin View & Bermudan, Hall Drive, Barnfield House, Merwood, Braidway Farm, Beech Lodge

Once we've completed these investigations and reviewed the findings, we'll look to hold another face-to-face session with your community to share what we've learned, talk through the next steps, and continue working together to find the right solutions.

Further checks may be needed in the future depending on the results of these surveys. We'll also need to carry out regular maintenance on our flow monitoring equipment, but please be assured that we'll keep you informed ahead of any planned work.

Thank you again for your patience, openness, and continued engagement. We're here, we're listening, and we're committed to making things better.

**Will my services at home be affected?**

We don't anticipate any interruption to your water or waste services, so if you have any issues, please contact our 24hr operations centre on **0800 783 44 44**.

**Who can I contact?**

You can get in touch with me **Catherine Webb** on **07971 304604** between the hours of **07.00am – 15.00pm Mon-Thurs**.

Yours faithfully

Catherine Webb  
Communications Officer  
Severn Trent