

Project No. 80065880

30 April 2025

Hello,

### **Improving the Treatment Process at Lancaster Wastewater Treatment Works (WwTW)**

We previously informed you about our work at Lancaster Wastewater Treatment Works. We're upgrading the equipment to treat water better. We've already removed some trees to make space for demolishing old tanks. Now, we're moving to the next stage, which involves removing a material bund and setting up our welfare facilities.

#### **What will our work involve?**

- Removing a material bund and taking it off-site.
- We will be creating laydown areas for our works once the bund has been removed in preparation for the demolition works which will commence in June 2025.
- Bringing welfare facilities to the site, these deliveries will be using Ashton Road and Lunecliffe Road.

#### **How will this affect you?**

- There will be increased traffic as wagons remove material from the site.
- We will have cabin deliveries starting on 6th May for around 3 days.
- There will be equipment and materials brought to site in advance of our demolition works.
- There may be a slight increase in noise from machinery, but we'll minimise it as much as possible.
- Working hours: 8am to 6pm Monday to Friday, and 8am to 1pm on Saturday. We'll inform you if we need to work outside these hours.

We'll keep local residents and businesses updated throughout the works.

**Wash, flush...carry on as normal:** Don't worry, you will still be able to use all your existing appliances or facilities that take away the used water from your home or business just as you usually would while the work is carried out.

#### **Priority Services – extra help for those who need it most**

If you or any of your family and friends have particular health or lifestyle issues and haven't yet registered for Priority Services, then please visit [unitedutilities.com/priorityservices](https://unitedutilities.com/priorityservices) 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.

### **Keeping in touch with us**

We continue to have various ways for you to contact us; online via social media, our mobile app and our online account management service via [unitedutilities.com](https://unitedutilities.com). You can also speak to us directly on **0345 672 3723** quoting project number **80065880**. We'll be happy to help.

Yours faithfully,

Customer Services