

**Business Process Ref: 595653989765**

**28th May 2021**

Good Afternoon Ms Pears

Further to my email dated 14th April, I mentioned of further repairs to our network to resolve some defects that we had identified. I can confirm the repair to the defects has been completed.

As mentioned in my previous email, we are happy to attend another parish council meeting to discuss any questions or concerns you have. If you would like me to arrange this, please let me know the dates of your meetings and I will arrange this.

I hope my information has been helpful but should you need to reach me, I can be contacted on 0800 456 0682 or by email at [care@nwl.co.uk](mailto:care@nwl.co.uk).

If you feel your complaint has not been handled satisfactorily, you do have the opportunity to have it independently reviewed by one of our customer care managers.

Kind Regards

**Tim Shobo**  
**Case Specialist**  
**Customer Care Team**

*Customer focused · Results driven · Ethical · Creative · One team*

***Melsonby Parish Council's response to Northumbrian Water:***

2<sup>nd</sup> June 2021

Dear Tim,

The Parish Council would like to thank you for the update. They are aware that work has been done, there have been no ill effects during the recent wet weather and will be in touch should there be any further issues.

Kind regards

Jenny

Jenny Pears  
Clerk to Melsonby Parish Council  
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Telephone Number: 07585 837716