



Yorkshire Water Services
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When telephoning or writing
please quote ref: Capital YW.203241

11 August 2026

Dear customer,

Update about our works in Pannal

You may know that we're **investing £15 million to improve our wastewater network in Harrogate**. This is because of planned housing growth in the Harrogate area in future years. While we're not a statutory consultee for planning applications and we have limited involvement in the process, as a provider of water and wastewater services it's our responsibility to ensure we protect the local environment and support residents by upgrading our network to accommodate the housing and population growth.

The ways in which we're upgrading our local network include installing nearly **5km of new sewer pipes** to transfer wastewater to **two new sewage pumping stations**, which will help move flows more efficiently around our network.

We're also constructing **two new storage tanks with a combined capacity of over 2,000m³ of wastewater** – enough to fill around 25,000 bathtubs. This additional storage will allow us to hold more water during periods of heavy rainfall, helping to reduce pressure on the network and improve overall resilience.

Together, these improvements will strengthen our ability to manage wastewater during periods of heavy rainfall, reducing the risk of flooding and making your local network more resilient for the future.

The next steps in this project are to start building the second of our two new sewage pumping stations, as well as starting to construct the second of our two new storage tanks.

The sewage pumping station will be located off Spring Lane in Pannal, which we expect to **start construction of on Tuesday 18 August 2026 and aim to be completed in February 2027.**

Our storage tank will be located behind Pannal Green and we plan to **start the build for this project in August 2026** and be **completed in May 2027**, however, this may be delayed as we are working closely with local authorities and regulatory bodies to confirm a date for us to start.

We've included two maps marking where our working sites will be at the end of this letter, for your reference.

We'll access our sewage pumping station site via an entrance we will be building opposite the junction of Spring Lane with Westminster Drive, which we've marked with an arrow in yellow on the relevant map. For our storage tank site, we'll be using an access track we created through Sandy Bank Woods, which we've also marked with arrows in orange on the relevant map.

In order to keep everyone safe while we build our site entrance along Spring Lane, there will be **temporary traffic lights in place on the junction of Spring Lane with Westminster Drive.** We expect that these traffic lights will be in place from **Tuesday 18 August 2026 and will be removed by Monday 24 August 2026.**

You may see more vehicles, deliveries, and machinery moving to and from our work sites while these works are taking place. Please be assured that we'll be working with our contract partner, Mott MacDonald Bentley (MMB), to complete these works as soon as possible while minimising disruption to local residents where we can.

MMB will be operating during their core working hours of 7:30am to 5pm, Monday to Friday. However, they may need to work outside of these hours or at weekends to keep to our project timeline.

We won't need access to your property as part of this work, but please remember to always ask for identification from anyone who states that they work for, or with, Yorkshire Water before letting them into your home.

We will next get in touch if we have any further updates regarding our projects that you need to be aware of. Thanks for bearing with us while we carry out our works and continue to invest in your area.

Want to know more?

If you have any questions about this work, please give us a call on 0344 848 1099 and quote Capital **YW.203241**. We're here Monday to Friday, 8am to 5pm, and we'll be happy to help.

Yours sincerely,
Capital Customer Experience Team
Yorkshire Water Services

Pannal Storage Tank: Site Location and Access Track



Spring Lane Sewage Pumping Station: Site Location and Entrance

