Severn Trent Water

10 December 2007

From the Chief Executive
2297 Coventry Road
Sheldon
Birmingham
B26 3PU

Tel 0121 722 4000
Fax 024 7685 3509
Direct Line 0121 722 4000
Contact Tony Wray

Richard Wakelen
Chief Executive
National Joint Utilities Group
25 Broadway
Westminster
LONDON
SW1H 9JX

Dear Richard

NJUG Vision

I am pleased to set out to the National Joint Utilities Group our approach to streetworks.

At Severn Trent Water we are committed to the continuous improvement of our networks to deliver high quality services to our customers at affordable prices; in order to do that we need, on occasion, to carry out street works to access our network.

In carrying out those street works we are committed to delivering;

- Right first time, quick and efficient works that minimise disruption
- Delivering high quality works that meet all of the required standards
- Using sustainable methods and materials to minimise environmental impact
- Avoiding damage to other assets
- Carrying out our work to the highest standards of Health & Safety for our employees and customers.

We will continue to support NJUG and actively participate in its work as we believe through this we can all move forward in minimising disruption whilst providing first class utility services to customers.

Yours sincerely

Tony Wray
Chief Executive

A member of the Severn Trent Group

SEVERN TRENT

Registered in England & Wales Registration No. 2366686
Registered Office: 2297 Coventry Road Birmingham B26 3PU