

8 August 2008

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Dear Richard

### **NJUG Vision**

Cambridge Water supplies potable water to 127,000 domestic and commercial customers in the city of Cambridge and surrounding rural areas. Over the next 25 years the Company's customer base is expected to grow by over 40%, the highest projected growth rate among all UK water companies.


Cambridge Water owns, operates and maintains over 2,300 kilometres of infrastructure assets to deliver water to its customers, and proposes an ambitious programme of renewals in its draft business plan in order to maintain and improve security of supply. A major project is also under way to create district metering areas (DMAs) in Cambridge city, which will aid the Company's leakage control effort and target areas for future infrastructure renewals.

Operating in the historic centre of Cambridge creates its own problems and, with the support of our partnering contractor, we have developed a close working relationship with the highway authority, through formal co-ordination meetings and informal day-to-day contact at local level. In this way we have been able to adopt a sensitive approach, and thereby minimise the effect our works inevitably have on the environment.

Working closely with the highway authority and other utilities to reduce the effect of traffic disruption on our streets, through the use of trenchless techniques and sustainable materials and methods, is a key objective in our approach to providing a first-class service for our customers. At the same time, safety remains paramount in all areas of our operations, to protect both the public and our employees.

I am therefore delighted to add Cambridge Water's support for the National Joint Utilities Group's Vision to raise the quality of streetworks, by remaining focused on safety, reducing damage, and nurturing relationships with local authorities and other stakeholders.

Yours sincerely



Stephen Kay  
Managing Director