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FROM THE CHIEF EXECUTIVE - CHRISTOPHER LOUGHLIN

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

24 January 2008

Dear Richard,

National Joint Utilities Group Vision

As a member of National Joint Utilities Group, South West Water is pleased to set out our approach to streetworks.

South West Water's long term vision is to Deliver Pure Water, Pure Service and a Pure Environment and delivering excellence in our streetworks activities is a key element of this.

We are committed to:-

- Providing and maintaining a safe and healthy working environment for all employees and customers
- Completing our operations to a consistently high standard, maximising the use of sustainable materials and methods whilst considering the impact of our works on the travelling public
- To work together and wherever possible in partnership with local authorities to minimise the disruption caused by our works
- To avoid damage to other underground assets
- To continue to work towards delivering street works in the UK which can be regarded as world class

We will continue to support NJUG and actively participate in its work, embracing your initiatives aimed at minimising the disruption and inconvenience caused by our unavoidable streetworks activities.

Yours sincerely,

A handwritten signature in blue ink that reads "Chris Loughlin".

C Loughlin
Chief Executive



INVESTOR IN PEOPLE

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A SUBSIDIARY OF PENNON GROUP PLC, REGISTERED OFFICE: PENINSULA HOUSE, RYDON LANE, EXETER EX2 7HR