

Our ref R13541

Jonson Cox
Chairman
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17 October 2013

Dear Jonson

Board Leadership, Transparency & Governance

Thank you for your letter of 19 September 2013. My Board has considered this and the accompanying principles that Ofwat consider should be applied to water companies operating in this sector.

Although we already operate to very high standards, we are very happy to apply these principles in order that we can demonstrate this to all stakeholders. Accordingly we will put in place a Draft Code by 31 December 2013 which we will share with Ofwat. Should any of the proposed principles be changed by Ofwat following any feedback it receives, we will confirm a Code and share it with Ofwat by 1 April 2015.

Yours sincerely



J.F. McGown
Chairman

Signed by Roger Harrington on behalf of Jim McGown