

Shareholder information

Share portal (www.capitashareportal.com)

You can manage your shareholding online, through the website of our registrar, Capita Registrars, by registering for the share portal. This provides free, secure, online access to your shareholding. Facilities include:

Electronic communications

This allows you to register your email address to enable you to receive shareholder communications such as annual reports via the internet rather than by post.

Account enquiry

You can access your personal shareholding, including share transaction history, dividend payment history and to obtain an up-to-date shareholding valuation.

Amendment of standing data

This allows you to change your registered postal address and add, change or delete dividend mandate instructions.

You can also download from this site forms such as change of address, stock transfer and dividend mandates and buy and sell shares in the Company.

To use any of these facilities, please log on to Capita Registrars' website at www.capitashareportal.com

If you have any queries about the above facilities, please contact the Capita share portal helpline on 0871 664 0391 (calls cost 10 pence per minute plus network extras) overseas +44 (0)20 8639 3367, or by email at shareportal@capita.co.uk

Capita share dealing services

Capita Registrars provides a low cost share dealing service. Further information is available at www.capitadeal.com, or by telephoning 0871 664 0364 (calls cost up to 10 pence per minute plus network extras). This enables you to deal in the shares of the Company and other companies for which Capita acts as registrar, provided you are already a shareholder in the relevant company, and it offers the share deal facility to its shareholders.

International payment services

Capita Registrars has partnered with Travelex, the world's largest specialist provider of commercial international payment services, to provide a service that will convert your sterling dividends into your local currency at a competitive rate. They can either arrange for these funds to be sent to you by currency draft or can pay them direct into your bank account. For further information telephone +44 (0)20 8639 3405 (from outside the UK) or 0871 664 0385 (from within the UK) between 9.00 am and 5.30 pm in the UK. Calls cost 10 pence per minute plus network extras.

ShareGift

You may donate your shares to charity free of charge through ShareGift. Further details are available at www.sharegift.org.uk or by telephoning +44 (0)20 7930 3737.

Dividend re-investment plan

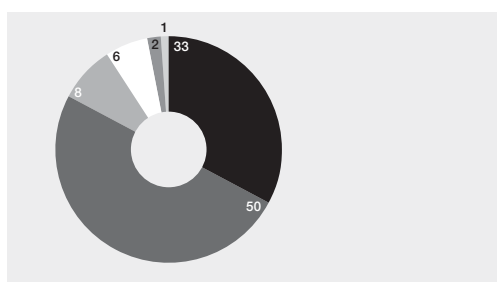
The Company receives occasional requests from shareholders wishing to receive their dividends in the form of shares instead of cash. There are costs involved in providing this service, and at present it would not be cost effective. This issue is kept under regular review.

Beneficial owners of shares with 'information rights'

Please note that beneficial owners of shares who have been nominated by the registered holder of those shares to receive information rights under section 146 of the Companies Act 2006 are required to direct all communications to the registered holder of their shares rather than to the Company's registrar, Capita Registrars, or the Company.

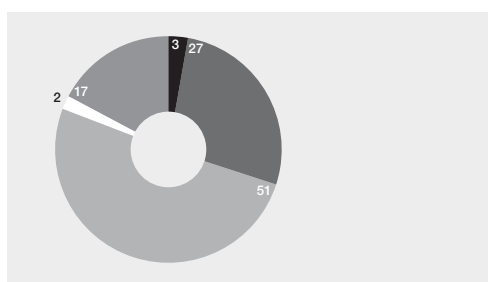
Shareholder analysis

Number of shareholders by size of holding as at 31 March 2010 %



- Shareholders with 1–1,000 shares
- Shareholders with 1,001–5,000 shares
- Shareholders with 5,001–10,000 shares
- Shareholders with 10,001–100,000 shares
- Shareholders with 100,001–1,000,000 shares
- Shareholders with over 1,000,000 shares

Number of shareholdings by type as at 31 March 2010 %



- Individuals
- Ontario Teacher's Pension Plan Board
- Nominee accounts
- Investment trusts, pensions funds and other institutions
- Banks and bank nominees

Disability Discrimination Act

If you wish to receive a copy of our report on audio tape, in braille or in a large text version, please telephone us on +44 (0)191 301 6701, or email us at shareholders@nwl.co.uk

For general queries about your shares, please contact Capita Registrars:

Northern House
Woodsome Park
Fenay Bridge
Huddersfield
HD1 9UT

Tel: 0871 664 0300 (calls cost 10 pence per minute plus network extras)

From overseas: +44 (0)20 8639 3399

Fax: +44 (0)1484 600 911

Email: ssd@capitaregistrars.com

Web: www.capitaregistrars.com

For general shareholder queries please contact Secretariat:

Tel: +44 (0)191 301 6701

Fax: +44 (0)191 301 6705

Email: shareholders@nwl.co.uk

To request financial statements and other Company literature please contact Communications:

Tel: +44 (0)191 301 6734

Email: shareholders@nwl.co.uk

Shareholder information continued

Annual General Meeting

The Notice of Meeting, information about the AGM to be held on 29 July 2010 and the proxy voting card are enclosed with these financial statements. Shareholder questions and special needs requests should be addressed to Secretariat at our registered office address, raised by telephone on +44 (0)191 301 6701, or sent by email to shareholders@nwl.co.uk

Warning to shareholders – boiler room scams

Over the last year, many companies have become aware that their shareholders have received unsolicited phone calls or correspondence concerning investment matters. These are typically from overseas based 'brokers' who target UK shareholders, offering to sell them what often turn out to be worthless or high risk shares in US or UK investments. These operations are commonly known as 'boiler rooms'. These 'brokers' can be very persistent and extremely persuasive, and a 2006 survey by the Financial Services Authority (FSA) has reported that the average amount lost by investors is around £20,000.

It is not just the novice investor that has been duped in this way; many of the victims had been successfully investing for several years. Shareholders are advised to be very wary of any unsolicited advice, offers to buy shares at a discount or offers of free company reports. If you receive any unsolicited investment advice:

- make sure you get the correct name of the person and organisation;
- check that they are properly authorised by the FSA before getting involved by visiting www.fsa.gov.uk/register
- report the matter to the FSA either by calling 0845 606 1234 or visiting www.moneymadeclear.fsa.gov.uk
- if the calls persist, hang up.

General Counsel and Company Secretary

Martin Parker

Registered office
Northumbrian Water Group plc
Northumbria House
Abbey Road
Pity Me
Durham, DH1 5FJ
Tel: 0870 608 4820

Financial calendar

2010

29 July	AGM
29 July	Interim Management Statement
11 August	Ex-dividend date
13 August	Record date
10 September	Final dividend payment
30 November	Half-yearly announcement
15 December	Ex-dividend date
17 December	Record date

2011

28 January	Interim dividend payment
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Group websites

www.nwg.co.uk
www.nwl.co.uk
www.eswater.co.uk
www.nw-ss.co.uk
www.agrer.com

Northumbrian Water main switchboard

Tel: 0870 608 4820

Northumbrian Water customer queries

Customer services:
0845 717 1100
Customer accounts:
0845 733 5566

Essex & Suffolk Water customer queries

Customer services:
0845 782 0999
Customer accounts:
0845 782 0111