



Mr Michael Harvey
United Water
Holbeech
6 Kilburn Drive
Kingswinford
West Mids, DY6 7SG

28th November 2007

Dear Michael,

Surface Water Usage Claim

I would like to take this opportunity to offer my thanks on behalf of Dairy Crest for the work you did in securing our recent refund from Severn Trent.

The process was both far quicker and far simpler than I ever anticipated.

I have since had a meeting with a representative from our purchasing team who will no doubt contact you in the near future to discuss possible opportunities across our wider business.

Thanks again.

Yours Sincerely,

Gavin Rawson
Transport Manager