

# Group structure

## Yorkshire Water

Yorkshire Water is Kelda's main UK subsidiary, providing water and waste water services to more than 4.7 million people and 140,000 businesses.

It was recently ranked second in Ofwat's Overall Performance Assessment which compares the levels of service provided by the UK's ten major water and sewerage companies.

Every day the company supplies more than 1.3 billion litres of high quality water to homes and businesses in Yorkshire, making it one of the ten largest water companies in the world.

Through the efficient operation of its extensive network of sewers and waste water treatment works it also ensures that the region's domestic and industrial waste is returned safely to the environment.

## Aquarion

Aquarion is now one of the ten largest investor owned water companies in the US and the largest privately owned utility in New England.

Following Aquarion's acquisition of four water companies in April 2002, it now provides water to 213,000 homes and businesses – the equivalent of approximately 677,000 people – in 52 communities in Connecticut, New York, Massachusetts and New Hampshire.

Over the past 12 months, Aquarion has developed its contract operations business, and has been awarded the waste water contract in its home town of Bridgeport.

## Loop Customer Management

Loop specialises in customer relationship management.

As well as operating customer contact centres in Bradford, West Yorkshire, and Bangor, North Wales, it also offers a full financial collection service, from billing and payment processing to reminders and in-house debt recovery services.

The company's main contract is to provide customer service support to Yorkshire Water, however it has recently secured a number of new contracts for a series of high profile public sector and retail organisations.

## KeyLand Developments

KeyLand Developments is responsible for managing, developing and disposing of the group's surplus property assets, either on its own or in partnership with outside organisations.

