

General information

FINANCIAL CALENDAR

Announcement of preliminary results	26 May 2004
Annual general meeting	29 July 2004
Ex dividend date	25 August 2004
Record date	27 August 2004
Final dividend payment date	1 October 2004
Announcement of interim results	8 December 2004

PAYMENT OF DIVIDENDS TO MANDATED ACCOUNTS

Shareholders who do not currently have their dividends paid directly to a bank or building society account and who wish to do so should complete a mandate form obtainable from the registrar. Tax vouchers are sent to the shareholder's registered address under this arrangement unless requested otherwise.

ANALYSIS OF ORDINARY SHAREHOLDERS AT 31 MARCH 2004 BY SIZE OF ACCOUNT AND CATEGORY

	NUMBER OF HOLDERS	NUMBER OF SHARES HELD	% OF TOTAL SHARE
1 – 500	22,534	5,364,518	1.43%
501 – 1,000	13,524	10,156,854	2.70%
1,001 – 10,000	17,242	36,289,561	9.66%
10,001 – 100,000	653	20,896,605	5.56%
100,001 – 500,000	208	46,909,057	12.49%
500,000+	120	256,043,801	68.16%
	54,281	375,660,396	100.00%

	NUMBER OF HOLDERS	NUMBER OF SHARES HELD	% OF TOTAL SHARE
Individuals	49,395	49,124,707	13.08%
Nominee company	4,475	322,099,262	85.74%
Insurance company	8	1,883,886	0.50%
Pension fund	102	796,951	0.21%
Other corporate body	301	1,755,590	0.47%
	54,281	375,660,396	100.00%

SHARE PRICE INFORMATION

The latest Kelda Group plc share price is available at www.keldagroup.com, Ceefax, Teletext and also on the FT CityLine, telephone 0906 003 5492 (calls charged at 60p per minute).

INFORMATION ON GIFTING YOUR SHARES

To transfer your shares to another member of your family as a gift, please ask the company's registrar for a gift transfer form. The completed transfer form and relevant share certificate(s) should be returned to the registrar to record the change in ownership.

The company supports a scheme whereby shareholders with small holdings of shares, whose value makes them uneconomic to sell, can donate them to Wateraid. Details can be obtained from the shareholder information office. Further information about Wateraid is available at www.wateraid.org.uk.

SHARE DEALING SERVICE

Information on a low cost share dealing service offered by our registrar is available from Capita on 0870 458 4577 or at www.capitadeal.com.

ANNUAL REPORT ON CASSETTE TAPE/DISK

For the benefit of blind and partially sighted shareholders the text of the annual report 2004 is available on audio cassette tape and disk, free of charge from the shareholder information office. Anyone knowing a shareholder who could benefit from this service is asked to draw it to their attention.

AVOIDING UNSOLICITED MAIL

The company is legally obliged to make its register of members available to other organisations. Because of this, you may receive mail you have not asked for. If you want to limit the amount of personally addressed unsolicited mail you receive, please write for information and an application form to the Mailing Preference Service, DMA House, 70 Margaret Street, London W1W 8SS or alternatively log on to their website at www.mpsonline.org.uk.