

April 19, 2007

Dear householder,

### **Loss of gas supplies in Pelton Fell, Co Durham**

I thought you might appreciate some information about ongoing situation affecting your gas supply.

Engineers from United Utilities, who operate the gas emergency service on behalf of Northern Gas Networks, are working very hard to rectify the situation.

As you may know, supplies were lost early on Tuesday evening when contractors working for a third party damaged both a water and a gas main. Although these pipes have now been fixed, the damage caused water to enter the local gas mains system and block the flow of gas.

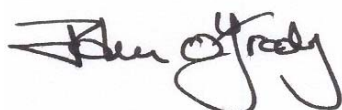
Our engineers need to remove all the water from the gas main before any supplies can be restored. This is a difficult job because the gas mains system is intricate and the water has pooled in a number of places, which need to be located and cleared. For obvious safety reasons, there can be no short cuts.

At this stage it is impossible to give an accurate estimate of how long this work will take. In the mean time if any member of your household is vulnerable or has special needs, a limited supply of alternative heating and cooking facilities are available. Please contact one of our engineers or call our customer service number on 0191 501 4300.

I apologise for the inconvenience you are experiencing and can assure you that we are doing everything possible to restore your supply as quickly as possible.

I will update you again tomorrow if the situation is still not rectified.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'John O'Grady', written in a cursive style.

**John O'Grady**  
**Director of Communications**