

Information for shareholders

Electronic communications and the Severn Trent Plc website

At the 2007 Annual General Meeting (AGM) a resolution, amending the Articles of Association, was passed allowing the company to communicate with shareholders either via the Severn Trent Plc website or by post. The company wrote to shareholders in April 2008 asking that they choose to either:

- provide an email address, using the personalised reply card, to receive notifications when shareholder documentation is made available on the website; or
- continue to receive shareholder documentation in hard copy by returning the personalised reply card.

If the completed card was not returned then, in accordance with the Companies Act 2006, shareholders were deemed to have agreed to receive shareholder documentation via the Severn Trent Plc website. These shareholders, and those who have positively elected for website communication, were sent, immediately prior to the publication date, a written notification that the 2008 shareholder documents are available to view on the Severn Trent Plc website at www.severntrent.com

The new electronic arrangements enable shareholders to access information immediately as it becomes available. By using electronic communications the company is also able to both reduce its impact on the environment from reducing the use of paper and the energy required for publication and distribution, and benefit from savings associated with reduced printing and mailing costs.

The Severn Trent Plc website also provides company news and information, together with links to the company's operational businesses' websites.

The investors' section of the website contains up to date information for shareholders including:

- comprehensive share price information;
- financial results;
- a history of dividend payment dates and amounts; and
- access to current and historical shareholder documents such as the Annual Report and Accounts.

Shareholders who register to receive shareholder documentation from Severn Trent Plc electronically can:

- view the Annual Report and Accounts on the day it is published;
- receive an email alert when shareholder documents are available;
- cast their AGM vote electronically; and
- manage their shareholding quickly and securely online, through Shareview.

Visit www.shareview.co.uk for more information and to register for electronic shareholder communications.

Dividend payments directly into bank accounts

Dividends can be paid automatically into your bank or building society account. This service has a number of benefits:

- there is no chance of the dividend cheque being lost in the post;
- the dividend payment is cleared more quickly as the cash is paid directly into the account on the payment date without the need to pay in the cheque and wait for it to clear; and
- beginning with the 2009/10 financial year, a single consolidated tax voucher will be issued in February each year in time for your self assessment tax return.

To take advantage of this service or for further details contact Equiniti or visit www.shareview.co.uk

Severn Trent shareholder helpline

The company's registrar is Equiniti Limited. Equiniti's main responsibilities include:

- maintaining the shareholder register; and
- making dividend payments

If you have any queries on the following matters you can contact Equiniti via one of the methods below:

- transfer of shares;
- change of name or address;
- lost share certificate;
- lost or out of date dividend cheques and other dividend queries;
- death of the registered holder of shares; or
- any other query relating to your Severn Trent shareholding

Telephone: 0871 384 2967*

Overseas enquiries: +44 121 415 7044

Text phone: 0871 384 2255*

By post: Equiniti, Aspect House, Spencer Road, Lancing, West Sussex, BN99 6DA

Email: severntrent@equiniti.com

*Calls to these numbers are charged at 8 pence per minute from a BT landline. Other telephony providers' costs may vary.

A range of frequently asked questions is also available at www.shareview.co.uk

Overseas dividend payments

A service has been established to provide shareholders in over 30 countries with the opportunity to receive Severn Trent dividends in their local currency. For a small administration fee, shareholders can have their dividends automatically converted from sterling and paid into their bank account, normally within five working days of the dividend payment date. For further details, please contact +44 121 415 7044.

Buying and selling shares in the UK

If you wish to buy or sell certificated Severn Trent shares, you will need to use a stockbroker or high street bank which trades on the London Stock Exchange. There are also many telephone and online services available to you. If you are selling, you will need to present your share certificate at the time of sale. Details of low cost dealing services may be obtained from www.shareview.co.uk or 0845 603 7037.

Shareholder security

Shareholders are advised to be wary of any unsolicited advice, offers to buy shares at a discount, or offers of free reports about the company. More detailed information can be found at www.fsa.gov.uk/consumer

Unsolicited mail

The company is legally obliged to make its share register available to the general public. Consequently some shareholders may receive unsolicited mail. If you wish to limit the amount of unsolicited mail you receive please contact:

The Mailing Preference Service (MPS), DMA House, 70 Margaret Street, London W1W 8SS.

Alternatively, register online at www.mpsonline.org.uk or call the MPS Registration line on 0845 703 4599.

Share price information

As well as using the company website to view details of the current and historical Severn Trent share price, shareholders can find share prices listed in most national newspapers. Ceefax and Teletext pages also display share prices that are updated regularly throughout the trading day. For a real time buying or selling price, you should contact a stockbroker.

Gifting your shares

To transfer your shares to another member of your family as a gift, please request a gift transfer form from Equiniti. The completed transfer form together with the relevant share certificate(s) should be returned to Equiniti to record the change in ownership.

If you have a small number of shares and would like to donate them to charity, please ask Equiniti for a ShareGift (charity donation scheme) transfer form. Information is also available on the ShareGift website at www.sharegift.org or by telephoning 0207 337 0501.

Financial calendar

17 June 2009	Ex-dividend date for 2008/09 final dividend
19 June 2009	Record date for 2008/09 final dividend
21 July 2009	AGM, International Convention Centre, Birmingham, B1 2EA
31 July 2009	Payment date for proposed 2008/09 final dividend
24 November 2009	Announcement date for 2009/10 interim results
January 2010	Payment date for proposed 2009/10 interim dividend

Analysis of shareholdings at 31 March 2009

Category	Number of shareholders	% of shareholders	Number of shares	% of shares
Individual and joint accounts	70,296	91.32	26,603,002	11.28
Other*	6,684	8.68	209,335,944	88.72
Total	76,980	100.00	235,938,946	100.00

Size of holding	Number of shareholders	% of shareholders	Number of shares	% of shares
1-499	57,085	74.16	11,158,497	4.73
500-999	13,389	17.39	9,403,159	3.99
1,000-4,999	5,508	7.16	9,308,155	3.95
5,000-9,999	279	0.36	1,896,300	0.80
10,000-49,999	318	0.41	7,728,071	3.28
50,000-99,999	126	0.16	9,008,691	3.82
Over 100,000	275	0.36	187,436,073	79.44
Total	76,980	100.00	235,938,946	100.00

* Includes insurance companies, nominee companies, banks, pension funds, other corporate bodies, limited and public limited companies

Useful historical information

Share capital reorganisation – August 1997

On 11 August 1997, the company's share capital was reorganised and then consolidated whereby, for every 20 existing ordinary shares of £1.00 each, shareholders received 19 new ordinary shares of 65⁵/₁₉ pence each and 20 B shares of 38 pence each.

At the AGM on 1 August 2000, shareholders resolved to cancel the B shares and, following an application to the Courts, the capital of the company was reduced and the B shares were cancelled with effect from 1 November 2000.

Information on the capital gains treatment of both events is available from the Investor Centre pages at www.severntrent.com

Demerger of Biffa Plc, Return of Capital by payment of a Special Dividend and Consolidation of Severn Trent Plc Shares

On 9 October 2006 the demerger of Biffa Plc was completed and, for each existing Severn Trent Plc share of 65⁵/₁₉ pence each held at the Record Time of 6.00pm on Friday 6 October 2006, shareholders in the company received:

- one Biffa Plc share of ten pence each; and
- a Special Dividend of 165 pence.

At the same time as the demerger, every three Severn Trent Plc shares of 65⁵/₁₉ pence each were consolidated into two new Severn Trent Plc shares of 97¹⁷/₁₉ pence each.

The Special Dividend was paid on 20 October 2006. At the same time, share certificates for the new Severn Trent Plc shares and the Biffa Plc shares were sent to shareholders.