

Date: 20 November 2014  
Our Ref: 141120 Grant letter  
Your Ref:

James McKenzie  
Ondeo Industrial Solutions  
530/534 Durham Road  
Low Fell  
Gateshead  
Tyne and Wear  
NE9 6HU

Dear Jim

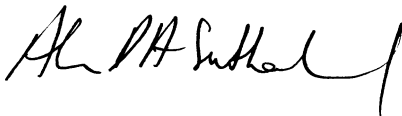
**Ondeo Industrial Solutions Limited's Application for Water Services and Sewerage Services Licences**

Following your completion of the Training Process (including self-certifying your readiness to participate in the market) in accordance with Market Code Subsidiary Document 0001 (Market Training and Assurance Strategy for the Water Market in Scotland), the Commission is pleased to confirm that a decision has been made to grant you a water services licence and a sewerage services licence as of today.

Please find attached copies of your licences. Please pay particular attention to the standard conditions of each of your licences. It is imperative that you comply with the terms and conditions of your licences as any failure to do so will be subject to the enforcement mechanisms set out in Schedule 2 of the Water Services etc (Scotland) Act 2005.

In accordance with section 7(6) of the Water Services etc (Scotland) Act 2005 we are copying this letter and the licences to Scottish Water.

Yours sincerely



Alan DA Sutherland  
Chief Executive Officer

cc. Scottish Water

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