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Mr Robert Symons  
Chief Executive  
Western Power Distribution  
Avonbank  
Feeder Road  
Bristol BS2 0TB

Date 05 November 2012  
Your ref  
Our ref SBrady

Dear Mr Symons

**Recertification of Western Power Distribution to PAS55 (Asset Management)**

My colleague Bernie Woods and I have very recently completed an assessment of the compliance with the PAS55 standard of the distribution asset management systems your organisation has in place in Midlands, South West and Wales. As you will know, up to now the PAS55 certification held by WPD covered only South West and Wales and a key part of the recent assessment was to examine to what extent WPD had been able to integrate the Midlands into its existing asset management systems.

A detailed report of our findings from the assessment will be prepared and delivered to WPD in due course which will recommend continued certification of WPD to the standard with an extended scope to include WPD Midlands. However, I wanted to write to you ahead of that about our overall findings and impressions as I believe they reflect very well on your company and your people.

It is a relatively short time since the completion of WPD's acquisition in the Midlands in April last year but it is clear that in that time a great deal has happened. It was explained to us that for WPD the business focus of customer service remains paramount. The maintenance of WPD's position as sector leader in the delivery of key service KPIs in the South West and Wales obviously supports this as do the significant improvements already achieved for these KPIs in WPD Midlands. It was plain to us that a huge effort has been made, and continues to be made, to fully integrate WPD Midlands with the WPD business model and asset management systems. The success of this effort was evident. A consistent understanding of the underlying model of excellent customer service delivered through devolved ownership, responsibility and authority was demonstrated across the business and at all levels from senior management to operatives on site. We saw good asset management, compliant with the requirements of PAS55, across the business. Asset management activity is underpinned by those same principles of devolved responsibility and authority operating within a robust overarching asset regime.

You should know that all the WPD staff from across the businesses in Midlands, South West and Wales who were involved with this assessment cooperated fully with us and provided evidence as requested and engaged in frank discussion. I particularly noted that all involved appeared fully competent and shared information and opinion in a positive and straightforward manner. Each was a credit to WPD.

Finally, I would like to thank all your colleagues who participated in the assessment process for their good natured patience with us and in particular would like to thank Bob Parker, Matt Harker and their teams for the heavy work of preparing for the assessment and for guiding us throughout it.

Yours sincerely

Steven Brady Lloyd's Register (EMEA) Lead Assessor

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