

# A warm welcome: meet the United Utilities team



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Board  
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Customer  
Service

# Our plan for the North West

Your  
water

your  
say



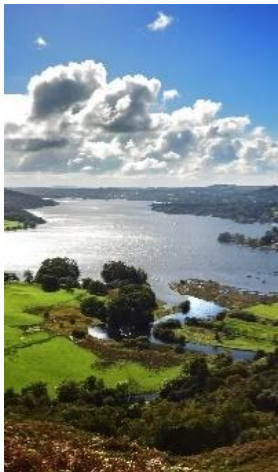
# Introducing United Utilities

## Providing our services

- **7 million** customers and over **200,000** businesses
- **86** water treatment works
- **43,000** km of water pipes
- **79,000** km of wastewater pipes
- **584** wastewater treatment works
- Supporting **over 22,500** skilled jobs across the region

## Focus on the North West's five counties

Building our plan for Cheshire, Cumbria, Greater Manchester, Lancashire and Merseyside (inc. Halton), delivering outcomes for people in the places where they live.



## Who owns us and what is their role?

- Listed company, owned by thousands of shareholders
- Investors include pension funds, individual shareholders and employees
- Provide funds so we can invest to improve services for customers and the environment
- Since privatisation, this model has supported over £20bn of investment in services to customers and the environment
- In the 2020–25 period shareholders are funding £140m of affordability schemes

# Introducing United Utilities



## How we are currently performing

- Our best ever performance on customer service scores
- Delivered 83% of our commitments in 2022/23
- Our best ever performance on reducing leakage
- Industry-leading 4 star rating in Environment Agency's assessment
- 39% reduction in number of storm overflow operations since 2020
- We had no serious pollution incidents last year
- Helped over 330,000 customers with affordability support since 2020
- £280m package of affordability support with half funded by shareholders

# Building a plan for the North West

**7.3 million people** and **200,000 businesses**

**Industrial heritage** and Victorian infrastructure

Rainy, hilly region so water stored mainly in **reservoirs**

**12% of households** affected by water poverty

**29 designated** bathing waters

**34%** of land in the region has environmental protection

Annual water runoff **28% more** than rest of country

**54%** of sewer system is combined, with **2,200 storm overflows**

## Challenges facing our region

**A growing population**

**1 million more people** over the next 25 years

**Climate change**

**More severe rainfall events**

**Diverse communities**

**Differing levels of prosperity** across the region's communities

**Growing expectations**

**Environmental requirements** driving unprecedented levels of investment over next 30 years



# This is what you told us is important

We've been listening and discussing what you tell us are your priorities now and for the future

**70,000**  
household  
customers

**2,000**  
non-household  
customers

**95**  
research  
projects since  
2020

These are the areas you've said matter most and we should be addressing



Great quality water every time you turn on the tap



A step change in the outcomes we deliver for the environment, in particular storm overflows



Reduce the amount of leakage



Support vulnerable customers



Ensure the North West is a great place to live and work



Spend money wisely and efficiently

# Between 2025–30 we propose to invest more than £13 billion

This proposed investment would improve services and the environment in ways that matter most to you:

Less water  
quality issues

**>50%**  
improvement\*

Less  
leakage

**>20%**  
improvement\*

Less service  
interruptions

**>40%**  
improvement\*

Less  
pollution

**>30%**  
improvement\*

Less internal  
sewer flooding

**>30%**  
improvement\*

Reduced impact  
storm overflows

**c.60%**  
improvement\*

\*% performance improvement from 2021/22 to 2030; for storm overflows it is a 2020 baseline

We propose to do more in other areas you said also mattered:

Smart meters to  
help reduce usage  
and lower bills



**670,000**  
new smart  
meters

Reduce the  
chances of a  
hosepipe ban



**Halve the chance of  
hosepipe ban or other water  
restrictions in dry weather**

Carbon reduction  
to improve the  
environment



**40%**  
reduction  
in emissions

More  
affordability  
support



**£500m for support with  
bills – more than any  
other water company**

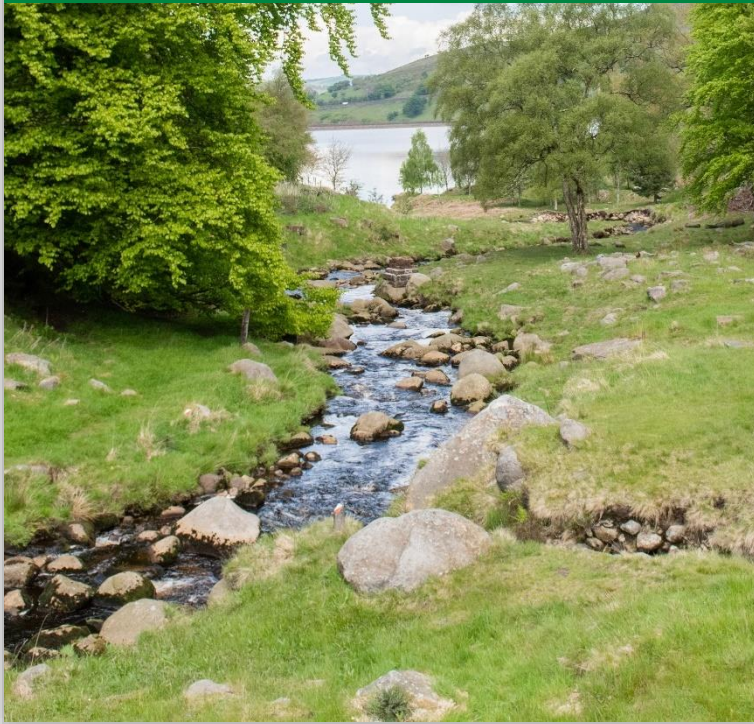


# Water makes the North West...

**Stronger**



**Greener**



**Healthier**





# Our proposed plan for making the North West stronger

We deliver an essential service, help customers in vulnerable situations, invest in local communities, and support jobs and the economy, giving the North West resilience in a changing world.



Reducing leakage by 20%  
(2022 baseline)

Looking after water supplies for the future –  
35 million additional litres of water to supply  
80,000 homes

Investing in our region, enabling growth by  
upgrading around 700km of water mains

Helping homes and businesses save 9 million  
litres of water and money

Helping people with their bills – 80% increase  
in support to £500m

Creating more high quality skilled jobs

# Our proposed plan for making the North West greener

We protect and enhance urban and rural environments, and adapt to the challenges of climate change, allowing people, wildlife and nature to thrive, making the North West a better place to live now and for the future.



Reducing storm overflows by investing £3bn to improve over 400 overflows

Protecting and improving over 500km of rivers, spending £1.2bn to reduce nutrients

Investing around £700m to improve bathing and shellfish waters

Improving 11,000 hectares of peatland to enhance biodiversity and water quality

42% reduction in carbon emissions (2020 baseline)

# Our proposed plan for making the North West healthier

We provide great quality water that people love to drink, safely remove and recycle used water, whilst taking care of beautiful landscapes in the North West every day.



Delivering a 30% reduction in sewer flooding in homes and businesses

£1.6bn refurbishment of Haweswater Aqueduct to deliver great quality water to 2.5 million people

Upgrading 140km of the Vyrnwy Aqueduct, improving water quality for 900,000 people

Replacing lead pipes at 30,000 homes

Improving bathing waters for recreation

Enhancing safety at 25 reservoirs for people to enjoy their visit



# And planning for the longer term – by 2050

Ensuring we've got the right infrastructure for a growing population and that our water and wastewater services are resilient to the impacts of climate change are key to our long-term strategy over the next 25 years

## Managing increased water demand in the North West

Reduce leakage by 50%

Water usage down to 110 litres, per person/day

## Substantially reducing the impact of storm overflows

Reduce harm to biodiversity from storm overflows by 2050

Reduce storm overflow operation – no more than average of 10 per overflow

## Improving river water quality

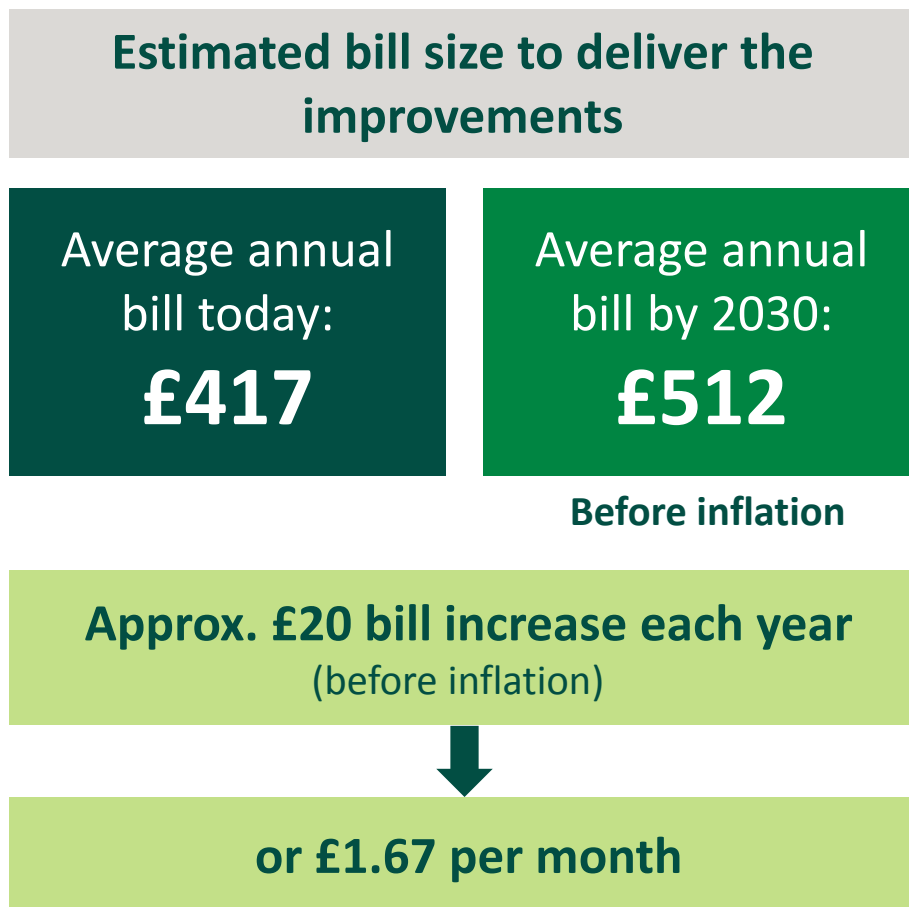
Enhanced treatment of sewage to reduce harmful impacts on rivers by 80% by 2037

## Achieving net zero greenhouse gas emissions

Net zero greenhouse gas emissions by 2050

# What these proposals would cost – impact on your bill

Our proposed plan will mean the average cost to you would be around £1.40 per day by 2030



# We have plans for each of the North West's five counties, making Cheshire, Cumbria, Greater Manchester, Lancashire and Merseyside (inc. Halton) **stronger, greener and healthier.**



## Cheshire

Investing over £300m at Huntington and Oswestry to provide great quality drinking water



## Cumbria

Spending £1.4bn to improve 151 storm overflows and 319km of rivers, bathing and shellfish waters



## Greater Manchester

Enhancing 96km of the Upper Mersey and Irwell and tackling 104 storm overflows, spending £2.5bn



## Lancashire

Investing £850m to enhance 8 bathing and shellfish waters, improving 55km of rivers and 82 storm overflows



## Merseyside (inc. Halton)

Upgrading over 60km of the Vyrnwy Aqueduct, improving water quality for 900,000 people