

Creating a stronger, greener and healthier North West

Changes to Our Charges from April 2025

Dear Customer,

We're writing to let you know about changes to our developer charges that will take effect from April 2025. At our various engagement sessions over the past several years, you have made it clear to us that early visibility is important for your business planning activity. As we reiterated most recently at our annual developer services day in St Helens in October 2024, these changes are essential for several reasons and have outlined these again below.

The developer services team here at United Utilities remain committed to supporting your developments and we look forward to continuing the strong working relationships over the next period.

Supporting Housing Growth

The North West is forecasted to see significant housing growth, with around 37,000 new homes being built each year. Across the UK, this will total 1.5 million new homes over the next five years.

To meet this demand, we need to upgrade and expand our water and wastewater infrastructure to ensure reliable services for new and existing customers.

We're committed to supporting the housebuilding sector within our vibrant North West economy while protecting the environment and our local communities.

A Fairer Charging Approach

We're making changes to ensure developer charges more accurately reflect the costs of carrying out this work. This includes removing the current income offset subsidy of £715 per new connected property, which up until now has been funded by bill paying customers.

As a result of regulatory reform our developer services teams within United Utilities will now operate as a standalone function, and these changes will help us recover costs more effectively while continuing to strive for some of the lowest charges in the sector.

We have set out significant changes to overall charges for typical new developments in our published 2025/26 statement of significant change for new connection services.

Promoting Sustainability

To encourage more sustainable developments, we're introducing a new environmental charge supported by a tiered incentive mechanism. This aligns with the national goal of reducing water demand by 20% by 2050 (from 140 to 110 litres per person per day).

These incentives will reward developers who adopt more water-efficient practices, helping to offset some of the costs associated with the changes. Our offering is one of the most comprehensive in the sector.

A key aspect of this scheme will be the introduction of smart water meters for all new homes and will form part of a 1 million plus smart meter rollout across the North West over the next five years. This will help customers save money whilst enabling us to target and reduce leakage in our network and at customers premises.

Our investment plan for 2025-2030

Between 2025 and 2030 we will deliver an investment plan of more than £13 billion. We've engaged with 95,000 people across the North West, shaping our five-year plan to address the things that our customers have told us matter most.

Our 2025-2030 plan includes:

- Our plan will help to improve water quality for 1.4 million customers across the North West.
- We are also investing in a programme to build a network fit for the future, fixing leaks and replacing old pipes and mains whilst rolling out over 1 million smart meters.
- The work we are doing will improve the quality of our rivers by reducing storm overflow spills by 60% over the decade to 2030.
- Our investment will also help to protect and enhance over 500km of rivers and improve the North West's bathing waters while also helping to reduce leakage by 26% by 2030.
- We will also strengthen our sewer network against increased rainfall to reduce flooding of homes and businesses.
- We will deliver a £525 million package of support to help one in six households who may struggle to pay their bills.
- Our five-year investment plan will support 30,000 jobs and attract investment into the North West to help us deliver our improvements.

This is just a snapshot of the multi-billion pound investment we have planned for the North West. We've produced separate plans for each of the region's five counties to help explain more about the work we will undertake in your area over the next five years. You can find these plans at unitedutilities.com/businessplan

We appreciate that any price increase will be unwelcomed, and this is not something we have undertaken lightly. We hope you understand the rationale for these changes and we remain committed to providing value for money and industry leading levels of customer service.

Here when you need us

As ever, we are always here to help when you need us and a member of our dedicated developer services team will be more than happy to assist should you have any queries. You can find all our contact details and how to get in touch with us at unitedutilities.com/builders-developers



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