

Full year results

Year ended 31 March 2024

Thursday 16 May 2024



Louise Beardmore

Chief Executive



Water for the North West

Overview

Performing well
operationally and
financially



Submitted ambitious
plan for AMP8



Continue to support
customers through
affordability packages



Financial strength and
flexibility



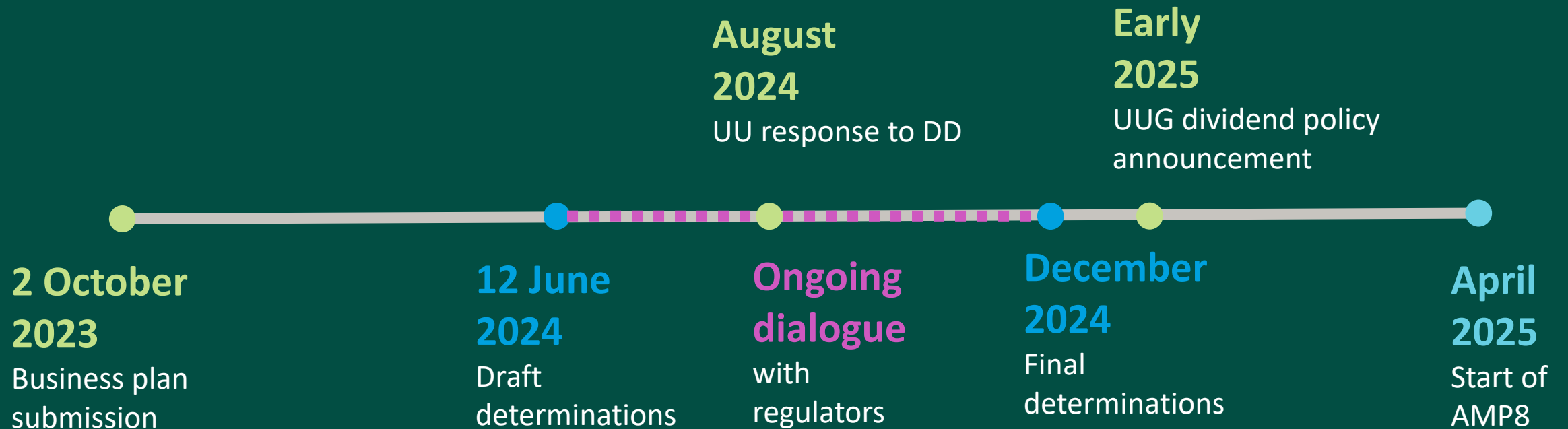
Strong track record
of delivering for
stakeholders



Already delivering for
AMP8



Timeline



Highlights from our October business plan

Environmental investment - seven-fold increase



60% reduction in storm overflow activations in the decade to 2030



32% reduction in internal sewer flooding



Strong balance sheet
A3/A- credit rating



c.£22 average real increase in household bills, each year (2022/23 prices)



£525m affordability support – >1 in 6 customers



Improving water quality for **1.4m customers**



Job creation - plan supports 30,000 jobs



74% customer acceptability



Totex phasing and engineering solutions

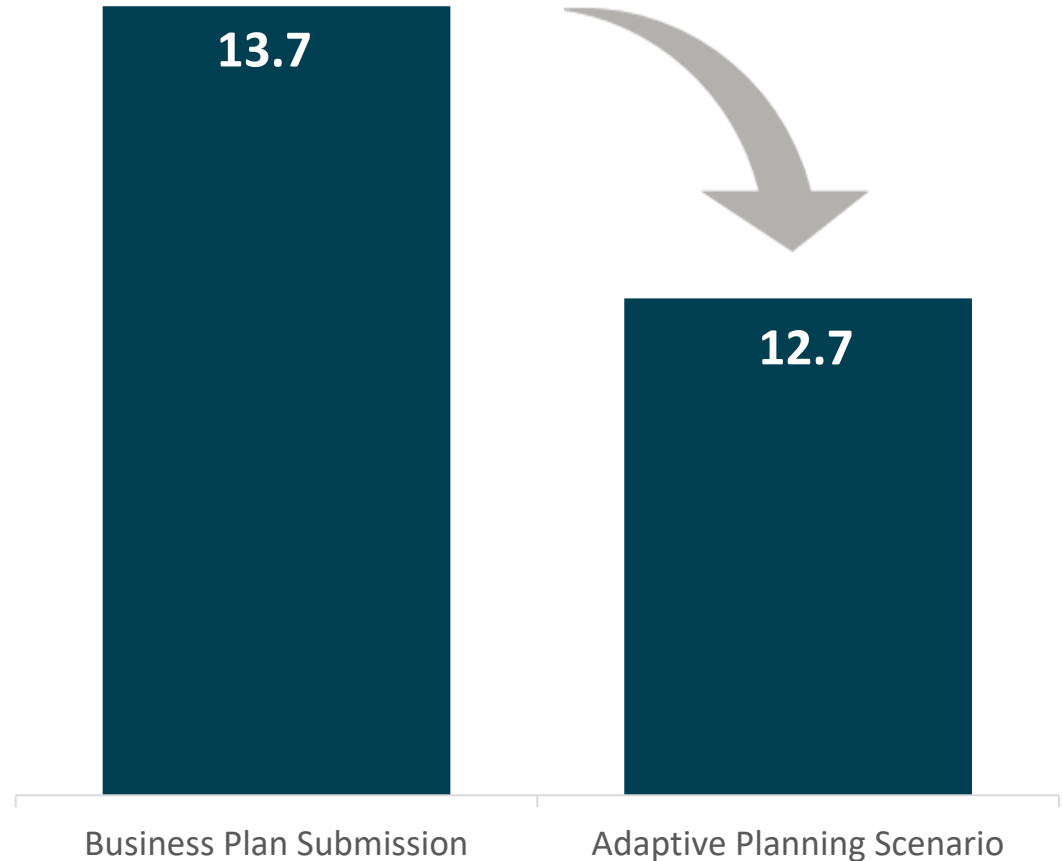
Plan scope discussions ongoing with EA, Ofwat and Defra

£13.7bn
totex plan
(2022/23 prices)

37%
real RCV growth
6.5% real CAGR
8.7% nominal CAGR

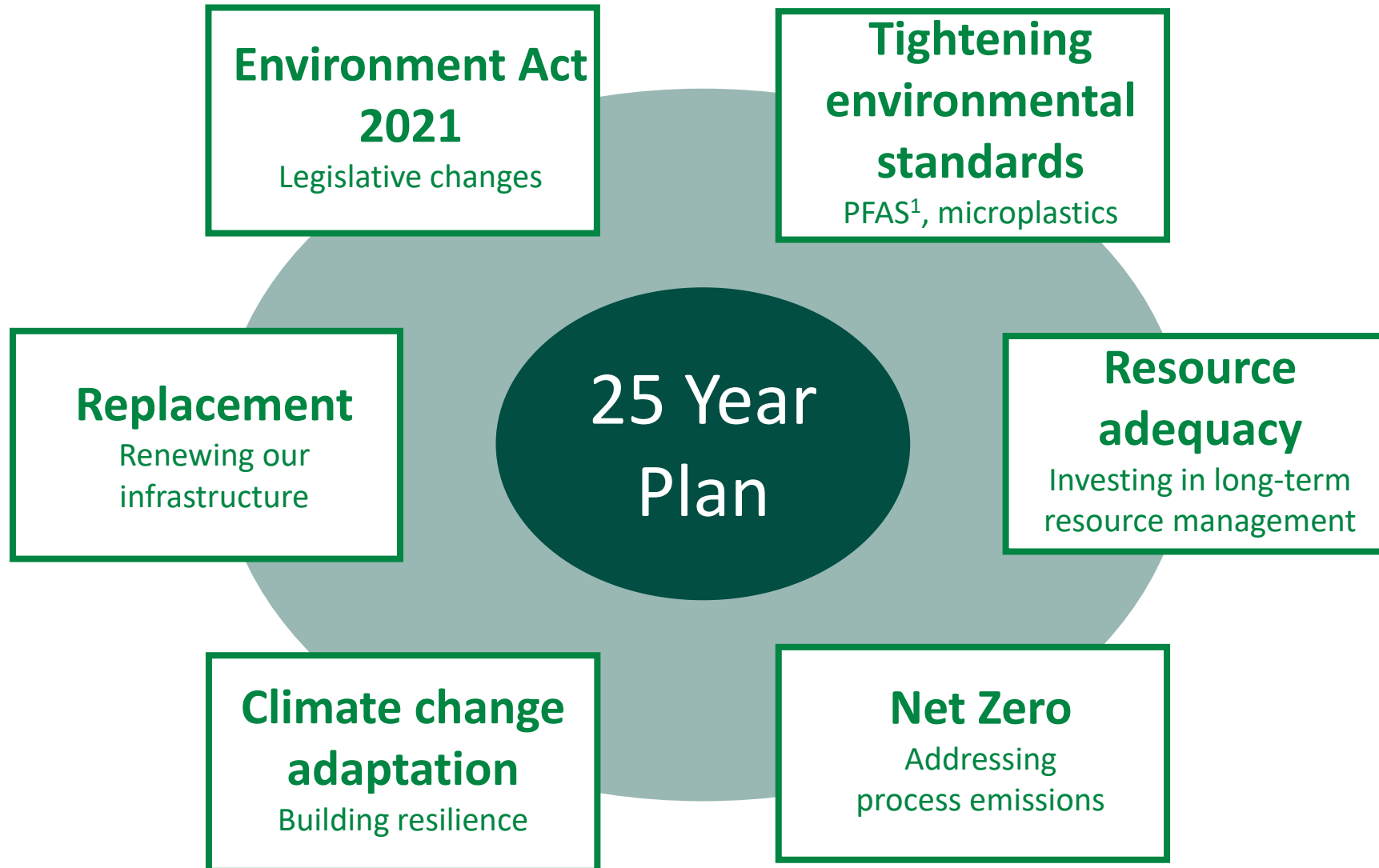
Adaptive Planning scenario
£12.7bn (real)

PR24 Totex (£bn, real)



Long-term investment drivers

AMP8 is the start of a 25yr growth programme



¹ Per- and polyfluoroalkyl substances

Setting up for success

Where are we now?

AMP7 capital delivery on track



Delivered 100% of our Year 4 environmental deliverables



Where are we going?

AMP8 capital supply chain partners (c.70), first contracts awarded

Accelerating c.£400m¹ from AMP8 into AMP7



¹ c.£200m on our CSO programme as part of June 2023 Accelerated Infrastructure Delivery Project and c.£200m of transitional investment

Accelerated CSO investment



All Windermere solutions in construction this year

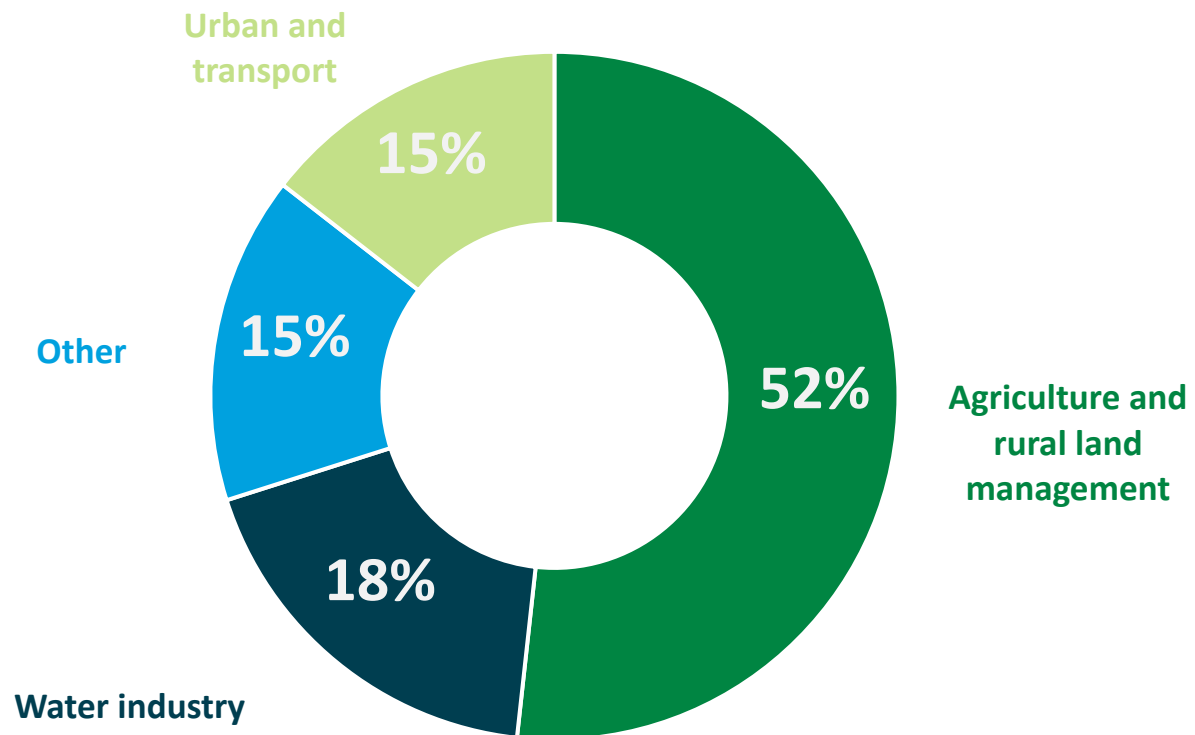
Cargo WwTW
Top spilling site in 2022:
343 spills

Issue identified and accelerated solution implemented in just **14 weeks**

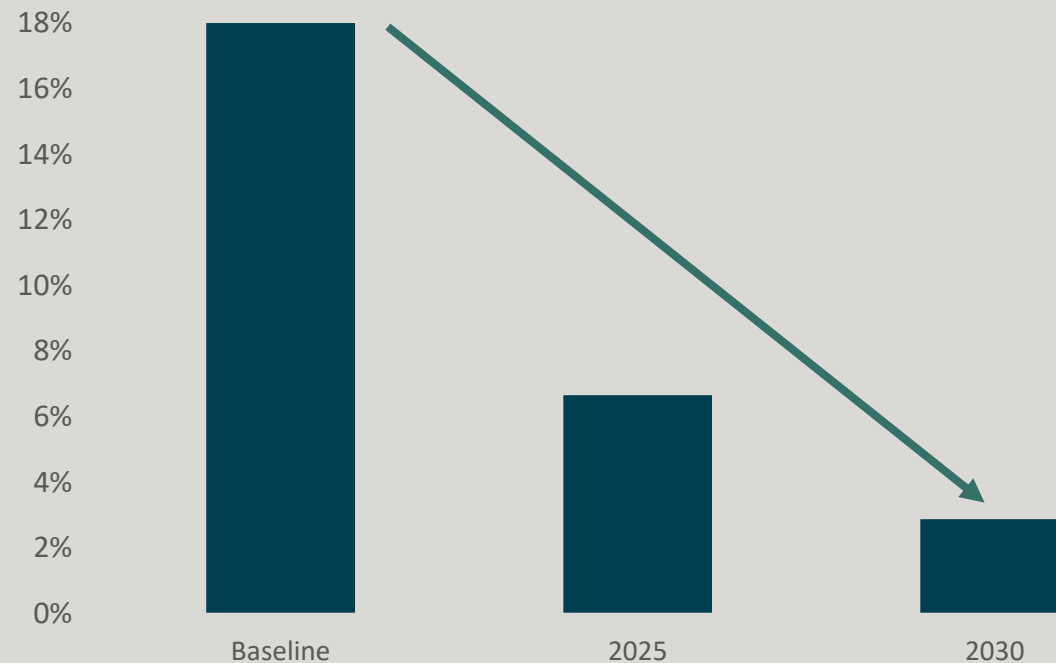
>90% reduction in spills since implementation of accelerated solution

Improving our rivers

Impact on river health by attributable industry (%)



Plan to significantly reduce our impact



Notes:

1. Based on Environmental Agency data updated with United Utilities forecasts
2. Reasons for not achieving good ecological status (RNAGs) in the North West
3. Percentages reflect RNAGs that can be attributed specifically to sectors

Operational performance



Operational performance

Strong performance, despite challenges of extreme weather

c.80%

of our performance commitments delivered

£34m

our highest ever Customer ODI reward

3 or 4 star EPA
since records began

12

consecutive years 'Green' on serious pollutions

27%

reduction in drinking water complaints

1st

WaSC in UK Customer Service Index

375,000

customers provided with affordability support so far this AMP

1.6%

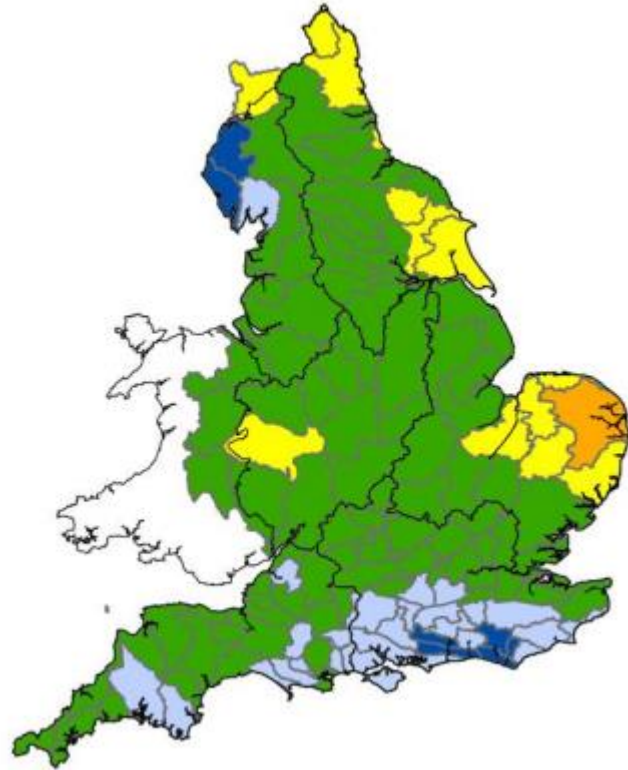
bad debt charge – lowest ever



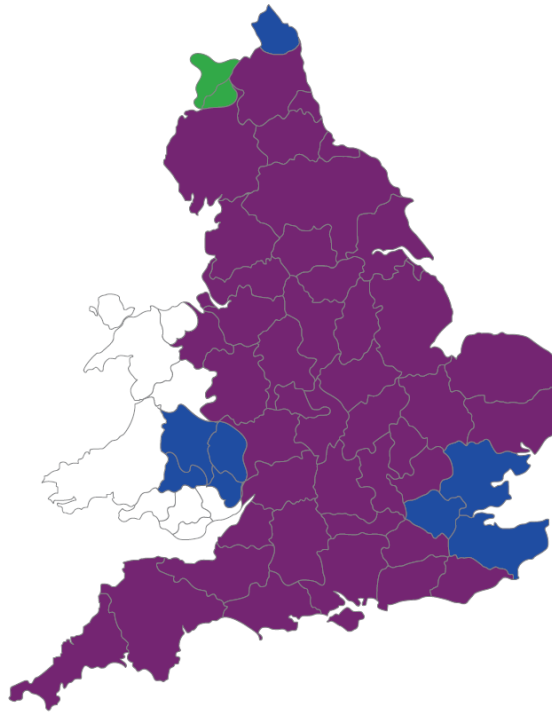
Operational performance

Strong performance, despite challenges of extreme weather

Annual rainfall FY23



Annual rainfall FY24



14 named storms since beginning of 2023

Wettest 18 months on record for England
(from October 2022 to March 2024)

Wastewater performance



3 or 4 star

EA EPA rating since records began

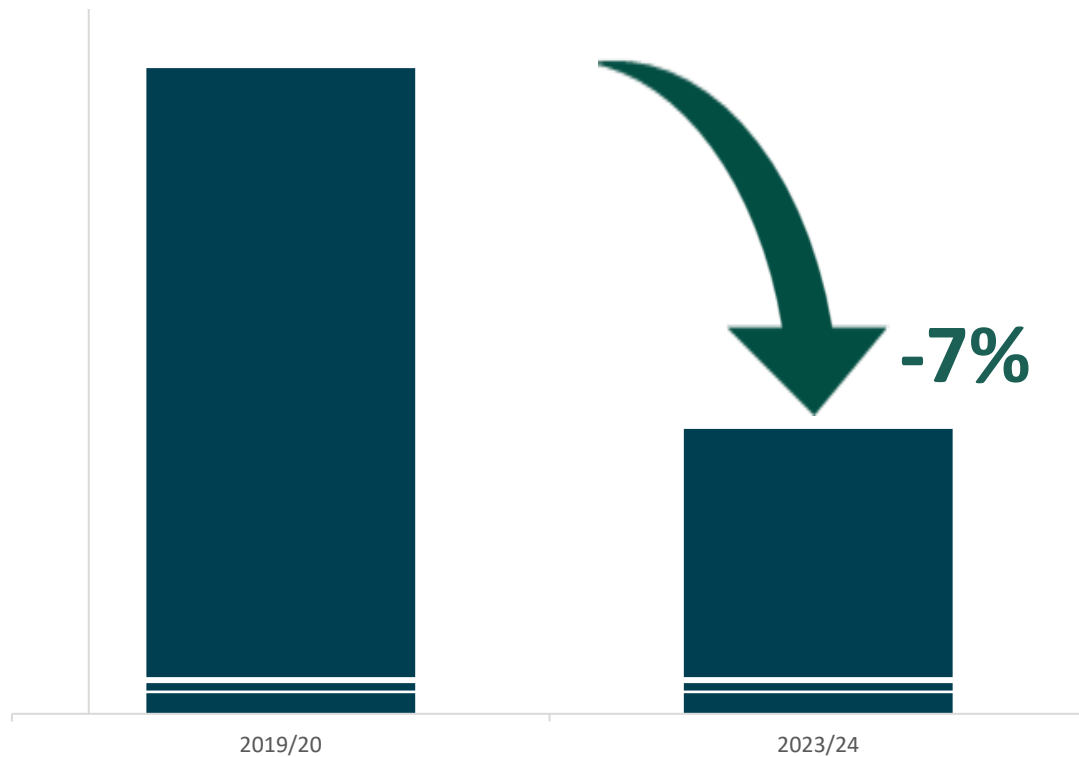
12

**consecutive years
'Green' for serious
pollutions**

**Higher levels of
rainfall and
storms –
sewer flooding and
storm overflow
performance
impacted**

Water performance

Leakage



2023/24 based on 3-year rolling average as per Ofwat's AMP7 methodology

Met leakage target

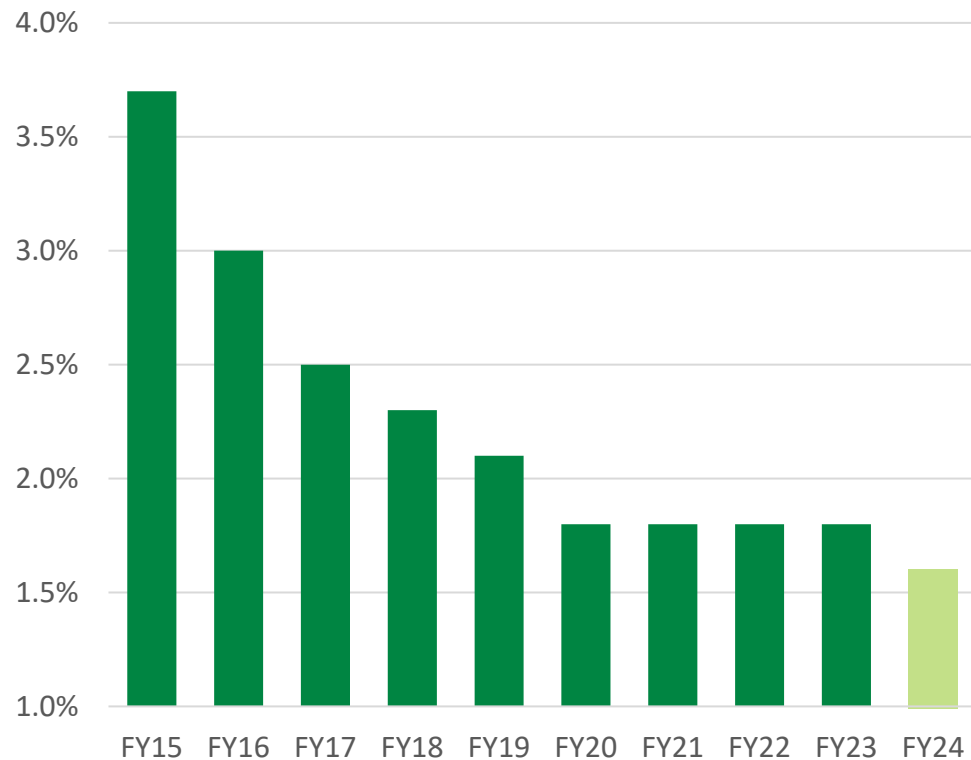
18 years in a row, delivering
7.1% reduction in AMP7

Water Quality First
programme supported
27% reduction
in drinking
water
complaints

Over 15,000km
water mains
cleaned
to reduce the risk of
discolouration

Customer performance

Household Statutory Bad Debt



Ranked **1st WaSC** in the UK Customer Satisfaction Index (UKCSI)

Supported **over 375,000 customers** through AMP7 with affordability schemes

Cash collection remains strong and **bad debt charge reduced to 1.6%**

People



UK high performance norm levels of engagement at **81%**

United Utilities named **Water Industry Skills Employer of the Year 2023**

Continuing to build tomorrow's talent –
Award winning apprentices and young engineers

ESG performance

E

Environment

- **EA EPA** – 3 or 4 star every year since records began in 2011
- **Peatland restoration** – already achieved our 2030 target to restore 1,000 Ha
- **100% delivery of our environmental improvement programme in FY24**

S

Social

- **High level of colleague engagement** – in line with UK high performance norm
- **Leader in vulnerability assistance** – supporting over 400,000 on the Priority Services Register
- **Safe place to work** – achieving a score of 89% in ShareAction's Workforce Disclosure Initiative exceeding the UK and Utilities averages

G

Governance

- **Upper quartile performance across a range of ESG ratings** – including A- CDP Climate Disclosure
- **Efficient delivery of our capital programme** – 98% against our Capital Programme Delivery incentive (CPDi) mechanism
- **Fair Tax Mark** – accredited 5 years in a row

Phil Aspin

Chief Financial Officer



Water for the North West

Financial highlights

FY21-24 RoRE
7.9% real

Revenue
£1,950m
FY23: £1,804m¹

Underlying Operating Profit²
£518m
FY23: £441m

Underlying EPS²
33.3p
FY23: (1.3)p

DPS
49.78p
FY23: 45.51p

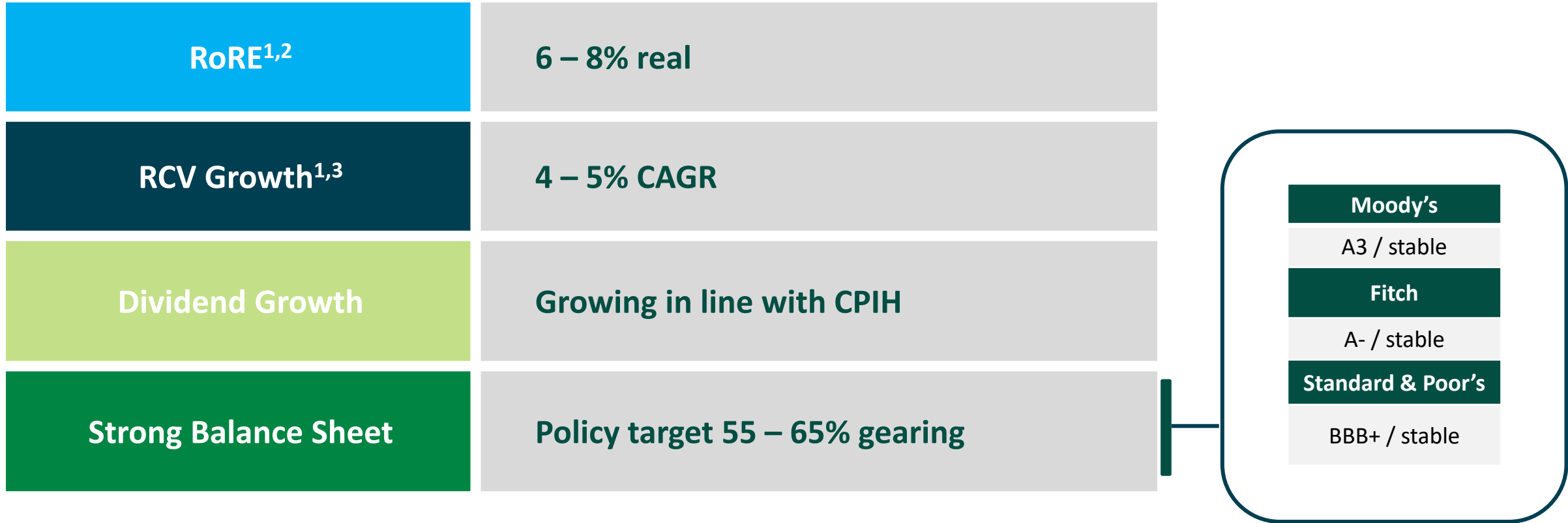
RCV gearing³
59%
FY23: 58%

1. FY23 revenue re-presented to reflect a £20.2m re-classification of income in relation to renewable energy from revenue to other income
2. Underlying profit measures are reconciled to reported profit measures in the appendices to this presentation
3. RCV gearing calculated as group net debt including loan receivable from joint venture/United Utilities Water Limited's adjusted RCV (adjusted for actual spend, timing differences and including full expected value of AMP7 ex-post adjustment mechanisms)



AMP7 financial framework

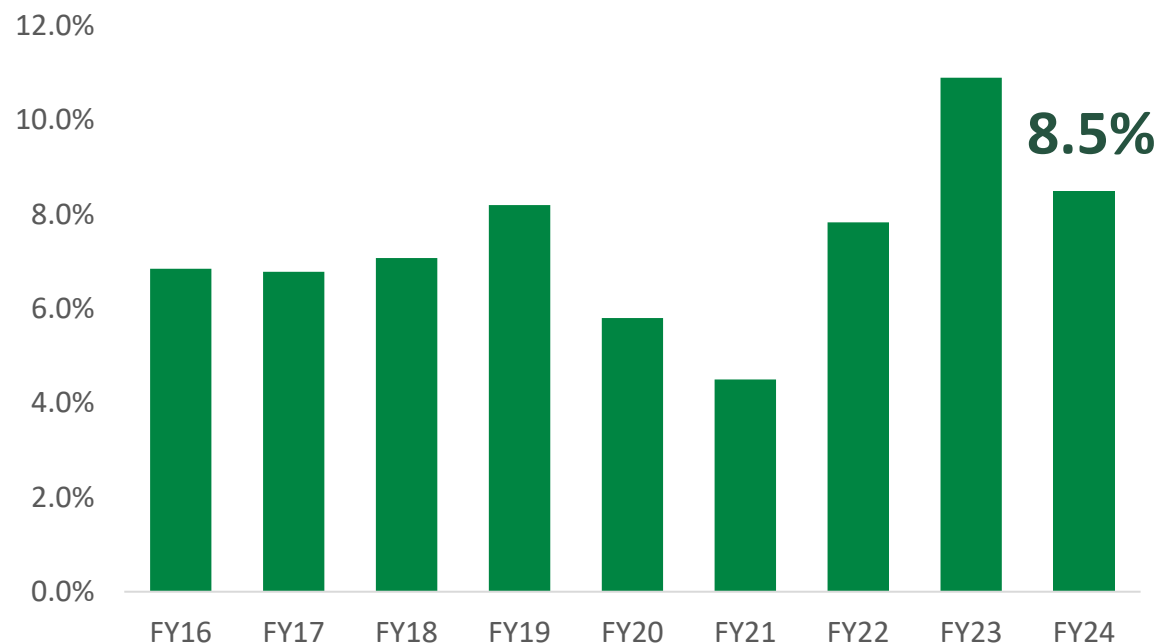
Framework unchanged from full year



1. Based on CPIH of 2.1% at Mar-25
2. Average RoRE performance over AMP7, real RPI/CPIH blended basis
3. Average AMP7 CAGR. Includes the full expected value of AMP7 ex-post adjustment mechanisms as an adjustment to RCV

Return on regulated equity (RoRE)

RoRE progression¹



AMP7 guidance²

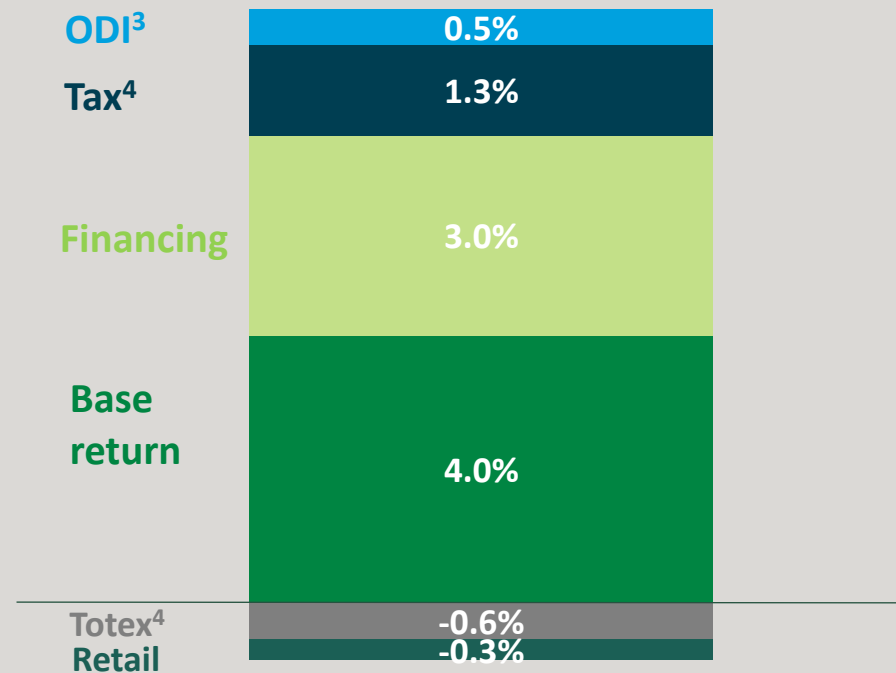
6-8% real

1. AMP6 (FY16-20) base return presented on an RPI basis, AMP7 (FY21-24) on an RPI/CPIH blended basis

2. Based on CPIH of 2.1% at Mar-25

AMP7 RoRE FY21-24

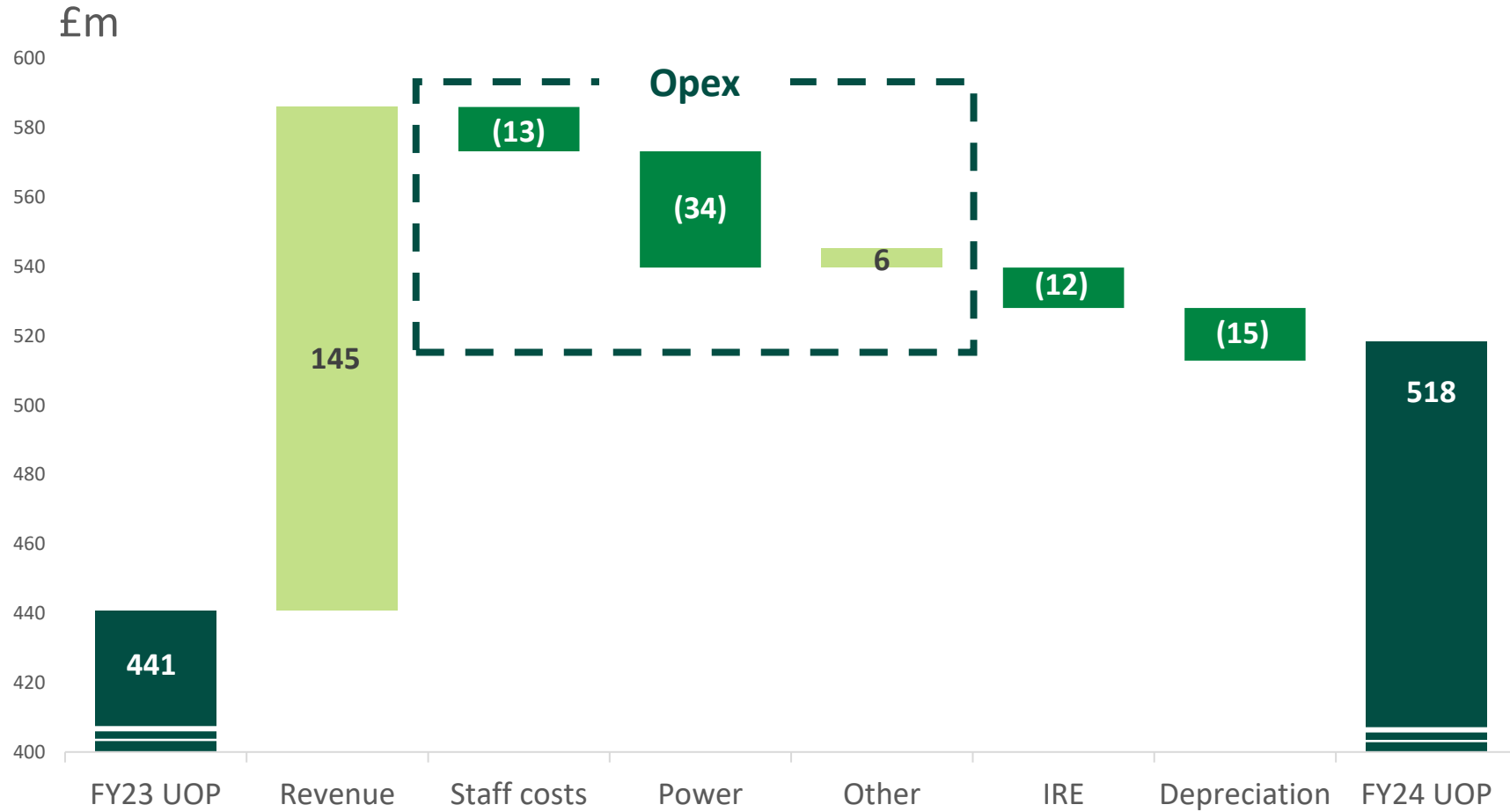
7.9%



3. Excluding per capita consumption, which Ofwat is considering as part of its final determination process in the context of a full understanding of the enduring impact of COVID-19 effects

4. Tax benefits resulting from additional investments included within totex

Underlying operating profit



Revenue: **£1,950m**

- Revenue cap increase: **£103m**

Underlying opex: **£787m**

- Inflation increases to staff and power costs

Depreciation: **£439m**

- Increase reflecting growth in underlying asset base

Interest, tax and earnings

Underlying net finance expense

FY24: £293m

FY23: £475m

Inflation charge on index-linked debt of £252m (FY23: 520m)

Cash interest of £125m (FY23: £102m) - £23m increase due to rising interest rates

FY25 guidance: stable

Underlying tax

FY24: £7m credit

FY23: £26m credit

'Full expensing' to continue to provide a **tax benefit** such that we expect **FY25 current tax charge of nil**

Underlying profit

FY24: £227m

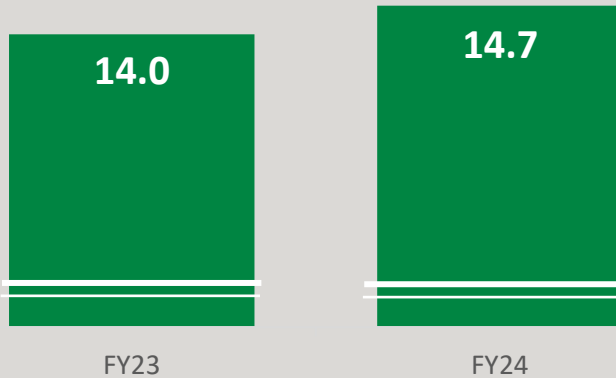
FY23: -£8.7m

Underlying EPS of 33.3p

FY23: -1.3p

Financial strength

RCV¹ (£bn)



Net debt (£bn)



RCV gearing²

ND/RCV 59%

FY23: 58%

Funding raised

c. £1.6bn

AMP8 funding underway

Pension position

Buy-in transaction

covering 2/3 liabilities

No further pension deficit repair

Liquidity

>£2bn

Sufficient liquidity to 2026

1. Includes the full expected value of AMP7 ex-post adjustment mechanisms as an adjustment to RCV.
2. RCV gearing calculated as group net debt including loan receivable from joint venture/United Utilities Water Limited's adjusted RCV (adjusted for actual spend, timing differences and including full expected value of AMP7 ex-post adjustment mechanisms).

Sustainable finance update

Over £1.7 billion raised under Sustainable Finance Framework to date

Leveraging our green credentials

EU/UK taxonomy eligibility and alignment to be reported in FY25

Recent green bond issuance

Re-entered the Euro bond market in February

Upsized from €500m on the back of a c.€2.5bn order book – 3.8x oversubscribed

Successfully priced a €650m 10.25yr green bond
3.75% coupon

Healthy investor diversification with 47% allocated to non-UK investors

Technical guidance 2024/25

	FY24	y-o-y	
Revenue	£1,950m	▲	Revenue expected to increase by c.10%, driven by the inflationary mechanism and the impact of prior period adjustments
Underlying operating costs (inc. IRE)	£993m	▲	Underlying operating costs expected to increase more than inflation due to business rates, regulatory charges and IRE
Depreciation	£439m	▲	With continued growth in our asset base and accelerated investments ahead of AMP8, depreciation is expected to increase by c.£30-40m
Underlying finance expense	£293m	↔	Expected to be broadly unchanged year-on-year. Every 1% change in inflation gives rise to a c.£47m swing in interest charge
Underlying tax	£7m credit	▲	'Full expensing' expected to continue to provide tax benefits, resulting in no expected current tax charge
Capex	£737m	▲	Expected to be in the range of £850m - £1,100m reflecting additional investment and AMP8 accelerated capital programmes
ODI rewards	£34m	▲	Forecasting to achieve a reward at least in line with FY24
Dividend¹	49.78p	▲	FY25 dividend of 51.87p, in line with policy of growth in line with CPIH

1. Calculated using the November 2023 CPIH annual rate 4.2%

Financial summary

Strong investor returns

- FY21-24 RoRE: 7.9%
- RCV growth CAGR: 4-5%

Financial strength

- RCV Gearing of 59%¹
- Fully funded pension scheme

Funding and Liquidity Position

- Liquidity extended into 2026
- Commenced AMP8 funding

Dividend

- FY24 Dividend: 49.78p
- Inflation-linked dividend

1. RCV gearing calculated as group net debt including loan receivable from joint venture/United Utilities Water Limited's shadow (adjusted for actual spend and timing difference) RCV, including full expected value of AMP7 ex-post adjustment mechanisms.



Louise Beardmore

Chief Executive



Water for the North West

Summary

**Performing well
operationally and
financially**



**Submitted ambitious
plan for AMP8**



**Continue to support
customers through
affordability packages**



**Financial strength and
flexibility**



**Determined to drive a
step change**



**Already delivering for
AMP8**



Cautionary statement

This presentation contains certain forward-looking statements with respect to the operations, performance and financial condition of the group. By their nature, these statements involve uncertainty since future events and circumstances can cause results and developments to differ materially from those anticipated. These forward-looking statements include without limitation any projections or guidance relating to the results of operations and financial conditions of the group as well as plans and objectives for future operations, expected future revenues, financing plans, expected expenditure and any strategic initiatives relating to the group, as well as discussions of our business plan and our assumptions, expectations, objectives and resilience with respect to climate scenarios. The forward-looking statements reflect knowledge and information available at the date of preparation of this presentation and the company undertakes no obligation to update these forward-looking statements. Nothing in this presentation should be construed as a profit forecast.

Certain regulatory performance data contained in this presentation is subject to regulatory audit.

This announcement contains inside information, disclosed in accordance with the Market Abuse Regulation which came into effect on 3 July 2016 and for UK Regulatory purposes the person responsible for making the announcement is Simon Gardiner, Company Secretary.



Supporting information

1. Underlying income statement
2. Underlying operating costs
3. Profit before tax reconciliation
4. Profit after tax reconciliation
5. Finance expense
6. Finance expense: index-linked debt
7. Derivative analysis
8. Statement of financial position
9. Reconciliation of net debt
10. Financing Performance
11. Financing and liquidity
12. Debt structure
13. Term debt maturity profile

Underlying income statement

Year ended 31 March £m	2024	2023	Change (%)
Revenue*	1,949.5	1,804.2	+8.1%
Operating expenses*	(787.1)	(746.3)	+5.5%
Infrastructure renewals expenditure	(205.8)	(193.5)	+6.4%
EBITDA	956.6	864.4	+10.7%
Depreciation and amortisation	(438.8)	(423.6)	+3.6%
Operating profit	517.8	440.8	+17.5%
Net finance expense	(293.2)	(475.1)	-38.3%
Share of (losses)/profits of joint ventures	(4.1)	-	N/A
Profit/(loss) before tax	220.5	(34.3)	N/A
Tax	6.8	25.6	-73.4%
Profit/(loss) after tax	227.3	(8.7)	N/A
Earnings per share (pence)	33.3	(1.3)	N/A
Dividend per ordinary share (pence)	49.78	45.51	+9.4%

* Revenue and operating expenses for the year to 31 March 2023 have been re-presented so as to include £20.2 million of income not derived from the output of the group's ordinary activities in Other income rather than in revenue. This income relates to amounts receivable under government renewable energy schemes and the sale of energy generated to the grid.

Underlying operating costs

Year ended 31 March £m	2024	2023	Change (%)
Revenue*	1,949.5	1,804.2	+8.1%
Employee costs	(204.7)	(192.2)	+6.5%
Power	(164.3)	(130.8)	+25.6%
Hired and contracted services	(108.2)	(103.7)	+4.3%
Materials	(65.8)	(76.2)	-13.8%
Chemicals	(61.3)	(56.5)	+8.5%
Property rates	(82.0)	(87.1)	-5.9%
Regulatory fees	(39.3)	(36.7)	+7.1%
Bad debts	(22.0)	(22.7)	-3.1%
Other expenses*	(39.5)	(40.4)	-2.2%
	(787.1)	(746.3)	+5.5%
Infrastructure renewals expenditure (IRE)	(205.8)	(193.5)	+6.4%
Depreciation and amortisation	(438.8)	(423.6)	+3.6%
Total underlying operating expenses	(1,431.7)	(1,363.4)	+5.0%
Underlying operating profit	517.8	440.8	+17.5%

* Revenue and other expenses for the year to 31 March 2023 have been re-presented so as to include £20.2 million of income not derived from the output of the group's ordinary activities in Other income rather than in revenue. This income relates to amounts receivable under government renewable energy schemes and the sale of energy generated to the grid.

Profit before tax reconciliation

Year ended 31 March	2024	2023
£m		
Operating profit	480.2	440.8
Net finance expense	(306.1)	(215.7)
Share of (losses)/profits of joint ventures	(4.1)	-
Profit on disposal of United Utilities Renewable Energy	-	31.2
Reported profit before tax	170.0	256.3
<u>Adjustments:</u>		
Fleetwood outfall pipe fracture	37.6	-
Fair value gains on debt and derivative instruments, excluding interest on derivatives and debt under fair value option	12.9	(259.4)
Profit on disposal of United Utilities Renewable Energy	-	(31.2)
Underlying profit/(loss) before tax	220.5	(34.3)

Profit after tax reconciliation

Year ended 31 March	2024	2023
£m		
Reported profit after tax	126.9	204.9
<u>Adjustments:</u>		
Fleetwood outfall pipe fracture	37.6	-
Fair value gains on debt and derivative instruments, excluding interest on derivatives and debt under fair value option	12.9	(259.4)
Deferred tax adjustment	48.9	76.6
Tax in respect of adjustments to underlying profit before tax	1.0	0.4
Profit on disposal of United Utilities Renewable Energy Limited	-	(31.2)
Underlying profit after tax	227.3	(8.7)
Basic earnings per share (pence)	18.6	30.0
Underlying earnings per share (pence)	33.3	(1.3)

Finance expense

Year ended 31 March £m	2024	2023
Investment income	85.6	47.0
Finance expense	(389.3)	(262.7)
Allowance for expected credit losses – loans to joint venture	(2.4)	(262.7)
	(306.1)	(215.7)
Fair value (gains)/losses on debt and derivative instruments, excluding interest on derivatives and debt under fair value option	12.9	(259.4)
Underlying net finance expense	(293.2)	(475.1)
Adjustment for net pension interest income	(28.6)	(28.7)
Adjustment for capitalised borrowing costs	(81.0)	(127.5)
Effective net finance expense	(402.8)	(631.3)
Average notional net debt	8,504	7,849
Average effective interest rate	4.7%	8.0%
Effective interest rate on index-linked debt	6.2%	12.4%
Effective interest rate on other debt	2.9%	2.2%

Finance expense: index-linked debt

Year ended 31 March	2024	2023
£m		
Interest on index-linked debt	(40.8)	(38.6)
RPI adjustment (£2.4bn debt at Mar-23/4.9% indexation charge; £2.3bn debt at Mar-22/13.4% indexation charge) – 3 month lag ¹	(115.8)	(302.6)
CPI adjustment (£1.3bn debt at Mar-23/4.0% indexation charge; £1.1bn debt at Mar-22/10.0% indexation charge) – 3 month lag ²	(51.1)	(113.9)
RPI adjustment (£0.9bn debt at Mar-23/9.0% indexation charge; £0.9bn debt at Mar-22/12.3% indexation charge) – 8 month lag ³	(84.9)	(103.2)
Finance expense on index-linked debt⁴	(292.6)	(558.3)
Interest on other debt (including fair value option debt and derivatives)	(110.2)	(73.0)
Effective net finance expense	(402.8)	(631.3)

¹ Affected by movement in RPI between January 2023 and January 2024

² Affected by movement in CPI between January 2023 and January 2024

³ Affected by movement in RPI between July 2022 and July 2023

⁴ Adjusted to overlay the impact of inflation swaps

Derivative analysis

At 31 March

£m

	2024	2023
Derivatives - hedging debt	(49.4)	(20.3)
Derivatives - total accretion on inflation-linked swaps	(111.2)	(85.5)
Derivatives - fixing future real interest rates through inflation-linked swaps	123.8	103.3
Derivatives - hedging future nominal interest rates	173.8	201.2
Derivatives - hedging commodity prices	(34.8)	25.6
Total derivative assets and liabilities	102.2	224.3

- Derivatives hedging debt; hedge our non index-linked debt into sterling, floating interest rate debt. Typically these are designated in fair value hedge accounting relationships.
- Derivatives hedging interest rates; the majority fix our sterling interest rate exposure on a 10 year rolling average basis.
- A portion of derivatives fix future real interest rates through inflation-linked swaps.
- Derivatives hedging commodity prices; fix a proportion of our future electricity prices in line with our policy. These are in addition to prices fixed in the physical market with power purchase agreement which are not subject to fair value measurement.
- Derivatives hedging specific debt instruments are included within net debt to eliminate, to a certain extent, the fair value recognised in borrowings and thereby present a more representative net debt figure.
- Further details of our group hedging strategy can be found in the Group financial statements.

Statement of financial position

At £m	31 Mar 2024	31 Mar 2023	Change (%)
Property, plant and equipment	13,044.3	12,570.7	+3.8%
Retirement benefit surplus	268.0	600.8	-55.4%
Other non-current assets	210.6	235.7	-10.7%
Cash	1,399.3	340.4	+311.1%
Other current assets	348.4	302.5	+15.2%
Total derivative assets	382.8	477.1	-19.8%
Total assets	15,653.4	14,527.2	+7.8%
Gross borrowings	(10,001.4)	(8,435.4)	+18.6%
Other non-current liabilities	(2,888.5)	(2,940.5)	-1.8%
Other current liabilities	(426.8)	(389.8)	+9.5%
Total derivative liabilities	(280.6)	(252.8)	+11.0%
Total liabilities	(13,597.3)	(12,018.5)	+13.1%
TOTAL NET ASSETS	2,056.1	2,508.7	-18.0%
Share capital	499.8	499.8	0.0%
Share premium	2.9	2.9	0.0%
Retained earnings	1,242.3	1,652.6	-24.8%
Other reserves	311.1	353.4	+11.9%
SHAREHOLDERS' EQUITY	2,056.1	2,508.7	-18.0%
ADJUSTED NET DEBT¹	(8,689.0)	(8,125.0)	+6.9%

¹Net debt reconciliation can be found on the next slide

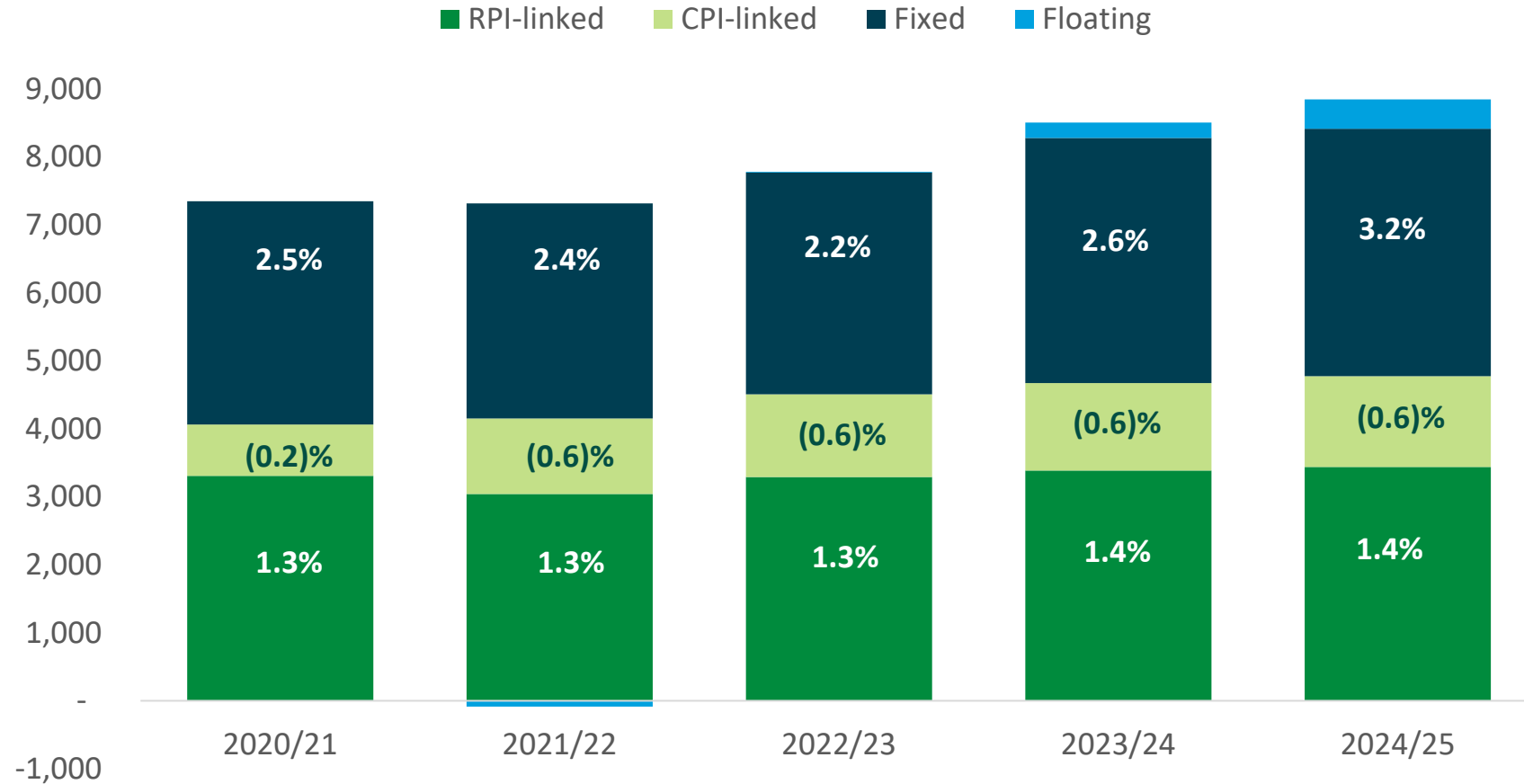
Reconciliation of net debt

At £m	31 Mar 2024	31 Mar 2023
Cash	1,399.3	340.4
Total derivative assets	382.8	477.1
Gross borrowings	(10,001.4)	(8,435.4)
Total derivative liabilities	(280.6)	(252.8)
Balance sheet net debt	(8,499.9)	(7,870.7)
Exclude:		
<i>The fair value impact of:</i>		
Inflation derivatives fixing future real interest rates through inflation linked-swaps	(123.8)	(103.3)
Interest rate derivatives fixing future nominal interest rates	(173.8)	(201.2)
Electricity derivatives fixing future electricity costs	34.8	(25.6)
Include:		
Loan receivable from JV	73.7	75.8
Adjusted net debt	(8,689.0)	(8,125.0)

Adjusted net debt includes the loan receivable from our JV, Water Plus, and excludes the impact of derivatives that are not hedging specific debt instruments to provide a fairer reflection of the net debt amount the group is contractually obliged to repay. This includes deducting the fair value of derivatives fixing future real interest rates through inflation-linked swaps but adding back the cumulative indexation accretion on these swaps that will be paid at the end date of the swaps. This approach is more consistent with that taken by credit rating agencies, and better reflects the regulatory economics relating to the group's treasury activities.

Financing performance

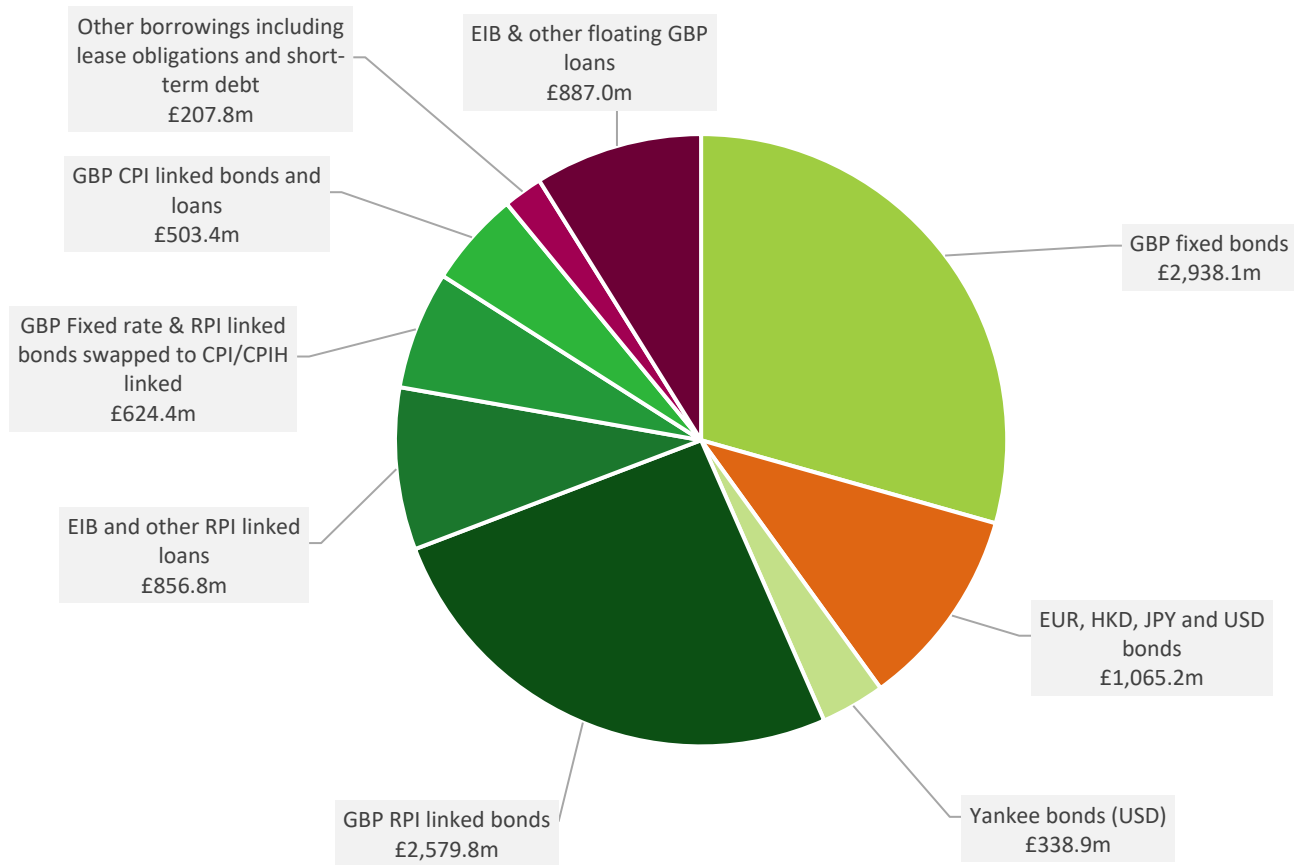
Existing debt locked in at rates favourable to the AMP7 allowed cost of embedded debt



The rates shown are real rates for the index-linked debt and nominal rates for the fixed rate debt. Floating rate debt will be progressively fixed in line with 10 year reducing balance hedging policy.

Financing and liquidity at 31 March 2024

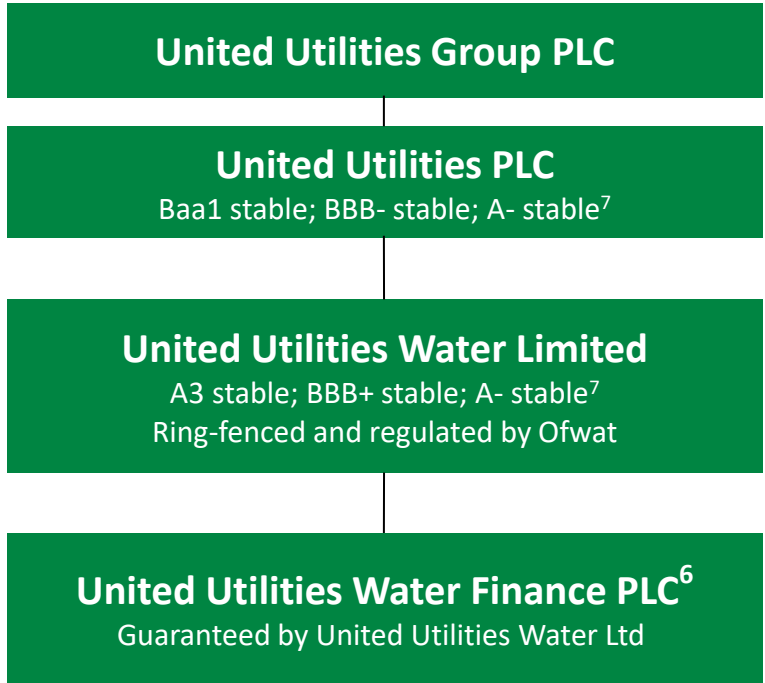
Gross Debt = £10.0bn



Liquidity = £2.2bn

	£m
Cash and short-term deposits	1,399.3
Medium-term committed bank facilities	800.0
Spot liquidity at 31 March 2024	2,199.3

Debt structure at 31 March 2024



Yankees:

- \$400m in 28s on-lent at issue to UU Water

Euro MTNs:

- £300m in 27s
- £50m in 32s¹
- £200m in 35s
- £100m in 35s¹
- £35m in 37s¹
- £70m in 39s¹
- £100m in 40s¹
- £50m in 41s¹
- £100m in 42s¹
- £20m in 43s¹
- £50m in 46s¹
- £50m in 49s¹
- £510m in 56s¹
- £150m in 57s¹

Other debt:

- EIB RPI-linked loans £370m¹
- Other RPI-linked loans £200m¹
- CPI-linked loans £100m²
- Other EIB loans £403m
- Short-term loans £38m
- ¥10bn dual currency loan
- Other sterling loans £509m

Euro MTNs:

- £340m in 25s
- £25m in 25s¹
- HK\$320m in 26s
- HK\$739m in 26s
- €52m in 27s
- HK\$830m in 27s
- £20m in 28s¹
- £100m in 28s
- £300m in 29s²
- £35m in 30s¹
- ¥11bn in 30s
- €30m in 30s
- £425m in 31s⁴
- €30m in 31s
- HK\$600m in 31s
- US\$35m in 31s
- £38m in 31s³
- £20m in 31s²
- €28m in 32s
- €26m in 32s
- €30m in 33s
- £350m in 33s⁵
- €650m in 34s
- £400m in 36s
- £27m in 36s³
- £29m in 36s³
- £20m in 36s²
- £60m in 37s²
- ¥8.5bn in 37s
- £325m in 38s
- £300m in 38s
- £125m in 40s²
- £300m in 42s
- £250m in 46s
- £32m in 48s²
- £33m in 57s²

¹ RPI linked finance

² CPI linked finance / fixed rate finance subsequently swapped to CPI linked

³ RPI linked finance subsequently swapped to CPI linked

⁴ £100m and £75m fixed rate tranches of this bond have been swapped to CPI linked

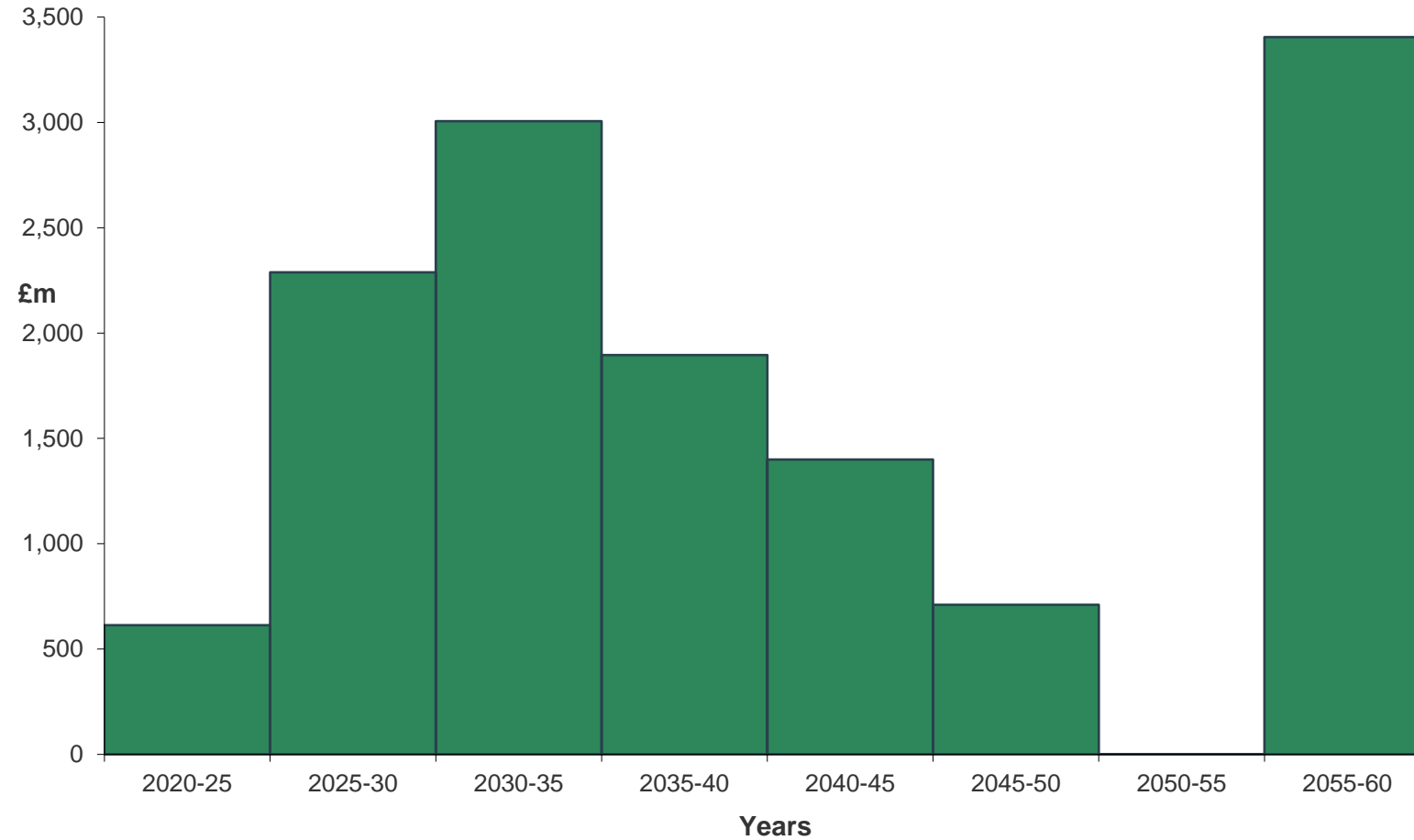
⁵ Two £50m fixed rate tranches of this bond have been swapped to CPI/CPIH linked

⁶ United Utilities Water Finance PLC (UUWF) is a financing subsidiary of United Utilities Water Limited (UUW) established to issue new listed debt on behalf of UUW. Notes issued by UUWF are unconditionally and irrevocably guaranteed by UUW and are rated in line with UUW's credit ratings

⁷ Senior unsecured debt ratings published by Moody's; Standard & Poor's; Fitch respectively

Term debt maturity profile as at 31 March 2024¹

Average term to maturity of approximately 17 years



¹ Future repayments of index-linked debt include RPI/CPI/CPIH market derived forecasts out to 2027, subsequently transitioning to an average annual RPI rate of 3% and an average annual CPI/CPIH rate of 2%