

A warm welcome: meet the United Utilities team



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Stronger, Greener, Healthier: 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 – enough to go around the Earth twice!
- **584** wastewater treatment works

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**

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 spoken to 95,000 customers and these are the areas you've said matter most and we should be addressing



Great quality water now and in the future



Improvements in the natural environment, in particular storm overflows and river water quality



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



**We're investing to
make the North West
stronger, greener and
healthier**

So we're proposing to deliver on things that matter to you

£13.7bn plan

Largest for over 100 years



1.4 million customers

Improved water quality



7x increase

In value of the environmental programme



60% spill reduction (decade to 2030)

£3.1bn investment



2 million people

Safeguarding water supplies



500km of rivers

Protecting and enhancing rivers across the region



Halving the chance

of a hosepipe ban



30,000 jobs

7,000 new roles



£525m affordability support

Helping one in six customers



We've adapted our plan based on your feedback

Your feedback was that you wanted...

Our earlier plans were...

In our submitted plan, here's what we're proposing...

Reduced leakage

Renew **695km** of pipes

Renewing **950km** of pipes



Help with bills

£500m affordability support package

£525m affordability support
Helping one in six households



Reduced water usage

Install **670,000** smart meters

Installing **900,000** smart meters,
more allocated for businesses



Reduced spills

60% reduction

Targeting the biggest spills reduction in England, accelerated long-term target



Reduced flooding

Internal sewer flooding incidents – **30% reduction**

£247 million in rainfall management,
32% reduction in sewer flooding incidents



Job opportunities for the region

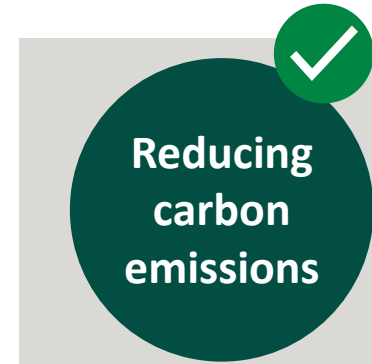
Support **22,500 jobs** from 2020

An additional 7,000 jobs created through our plan



Our proposals are an important step towards 2050

Safeguarding services now and for the future



Targets in our 2025–30 business plan

13%

130 litres
(per person, per day)

26%

32%

60%
reduction
(decade to 2030)

43%

Targets in our long-term plans to 2050

50%

110 litres
(per person, per day)

50%

50%

No more than
10
spills per year

Carbon
net zero

Affordability is important

Average cost to you would be around **£1.52 per day by 2030.**
Bill increases are linked to new requirements and services.

Average annual
bill today:
£417

Average annual
bill by 2030:
£556

Before inflation

Approx. **£22 bill increase each year**
(before inflation)

or **£1.83 per month**

74% of all customers support our plan,
but 43% were concerned about affordability

Doubling our support package: **£525 million**

- One in six customers supported
- £200 million funded by shareholders

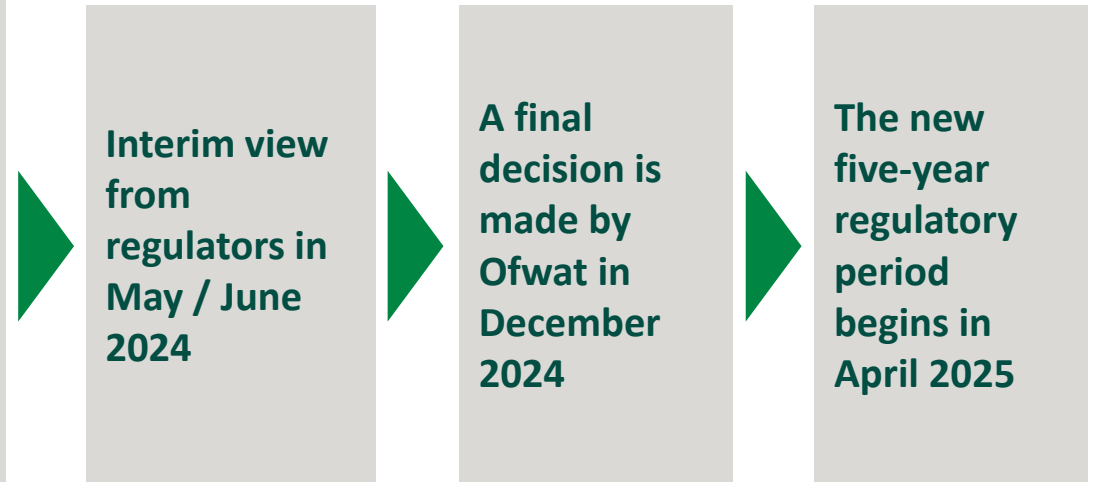
590,000
households to be supported
with affordability help



What happens next?

The plan we have submitted will be reviewed by water industry regulators:

- **Ofwat**
Efficiency, stretch, ambition and value for money
- **Drinking Water Inspectorate**
Quality and safety of drinking water supply
- **Environment Agency and Natural England**
Delivery of environmental requirements and objectives
- **Consumer Council for Water**
Customer experience, service, support and value for money



But we're not waiting...

In summary...

✓
We're
delivering on
what matters

✓
We're delivering
a step change in
customer and
environmental
outcomes

✓
We're delivering
significant growth
and investment in
the North West

✓
County based
approach –
holding ourselves
to account

We have shared our business plan across the North West:

- Over 550,000 customer communications
- Engaged with over 400 local stakeholders
- Roadshows
- Community group presentations – county specific
- See for yourself

It matters!





Please complete the Ofwat survey:

[Your water, your say survey – Ofwat](#)