

A warm welcome: meet the United Utilities team



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Our plan for Lancashire

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 Liverpool City Region, 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
- 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



Understanding what's important for Lancashire



The **quality of bathing water** is important for the county's tourist economy

It's important for us to **invest in reducing spills from storm overflows**, and we're bringing forward investment so we can start work on improving many of these sooner



Protecting natural landscapes and **Areas of Outstanding Natural Beauty**, such as the Forest of Bowland, from climate change including wildfires, flooding and drought



We support **55,300** customers through **affordability schemes** and **66,000** people with additional needs through Priority Services



Providing a **sustainable supply of quality drinking water** that is resilient for now and future generations



Partnership working with landowners, authorities, NGOs, and local communities

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 Lancashire 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.



Investing £1.75bn to maintain supplies from the Haweswater Aqueduct and to ensure great quality drinking water

Partnerships with the Fylde Hub, Turning Tides, Ribble Rivers Trust, Wyre Natural Flood Management and RSPB to improve the environment

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

Helping more people to pay their bills through an 80% increase in support

Future investment will unlock more high quality jobs

Our proposed plan for making Lancashire 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.



Investing £850m to enhance water quality by improving 82 storm overflows and protecting 55km of rivers and 4 shellfish waters

44 overflow schemes will involve natural solutions

Helping fish and eels at Stocks Reservoir and in the river Calder

Reducing litter on river banks at 43 sites

Enhancing 38km² of land, including peatland restoration and biodiversity improvements

Our proposed plan for making Lancashire 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.



Investing £81m to improve 4 bathing waters at Morecambe North and South, St. Annes and Fleetwood

Spending £226m to improve treatment of used water at 25 WwTWs

Managing 9 sites to ensure they are freely accessible in some of Lancashire's most beautiful countryside

Investing £17.5m to reduce the risk of taste and smell linked to algal blooms at Cowpe and Fishmoor water treatment works

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

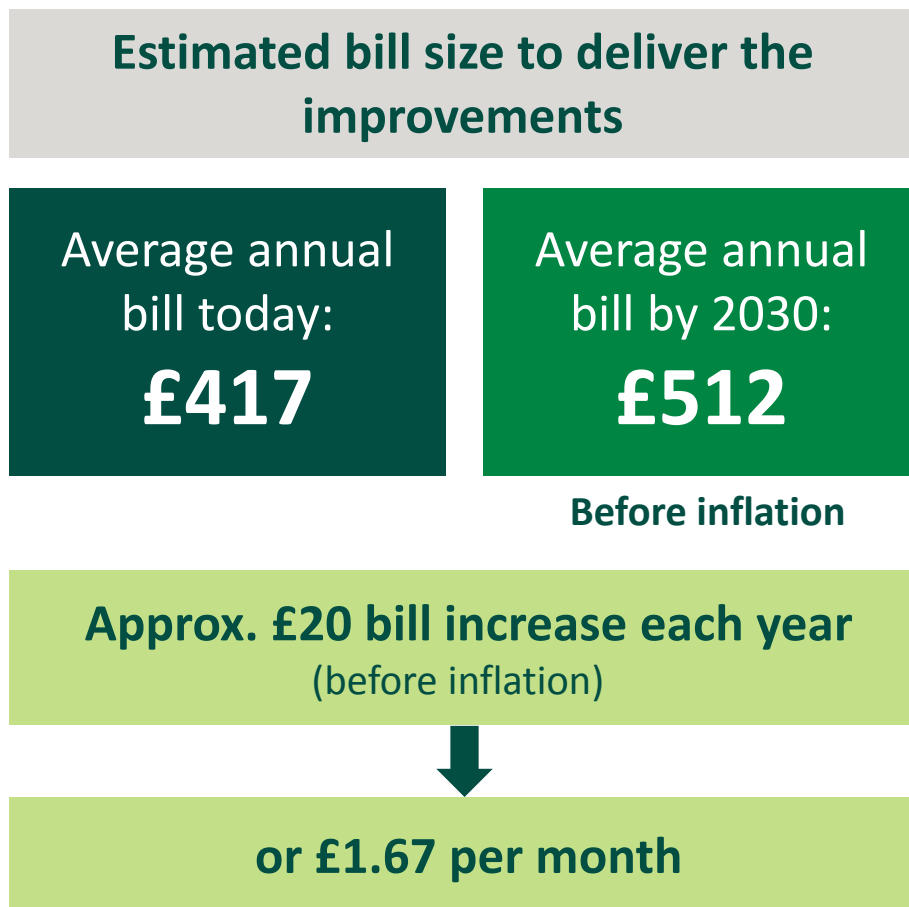
Enhanced treatment of sewage to reduce harmful impacts on rivers by 80% by 2037

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 Liverpool City Region
stronger, greener and healthier.**