



Information Pack

© 2022 PricewaterhouseCoopers LLP. All rights reserved.



Water for the North West

Future scenario recap





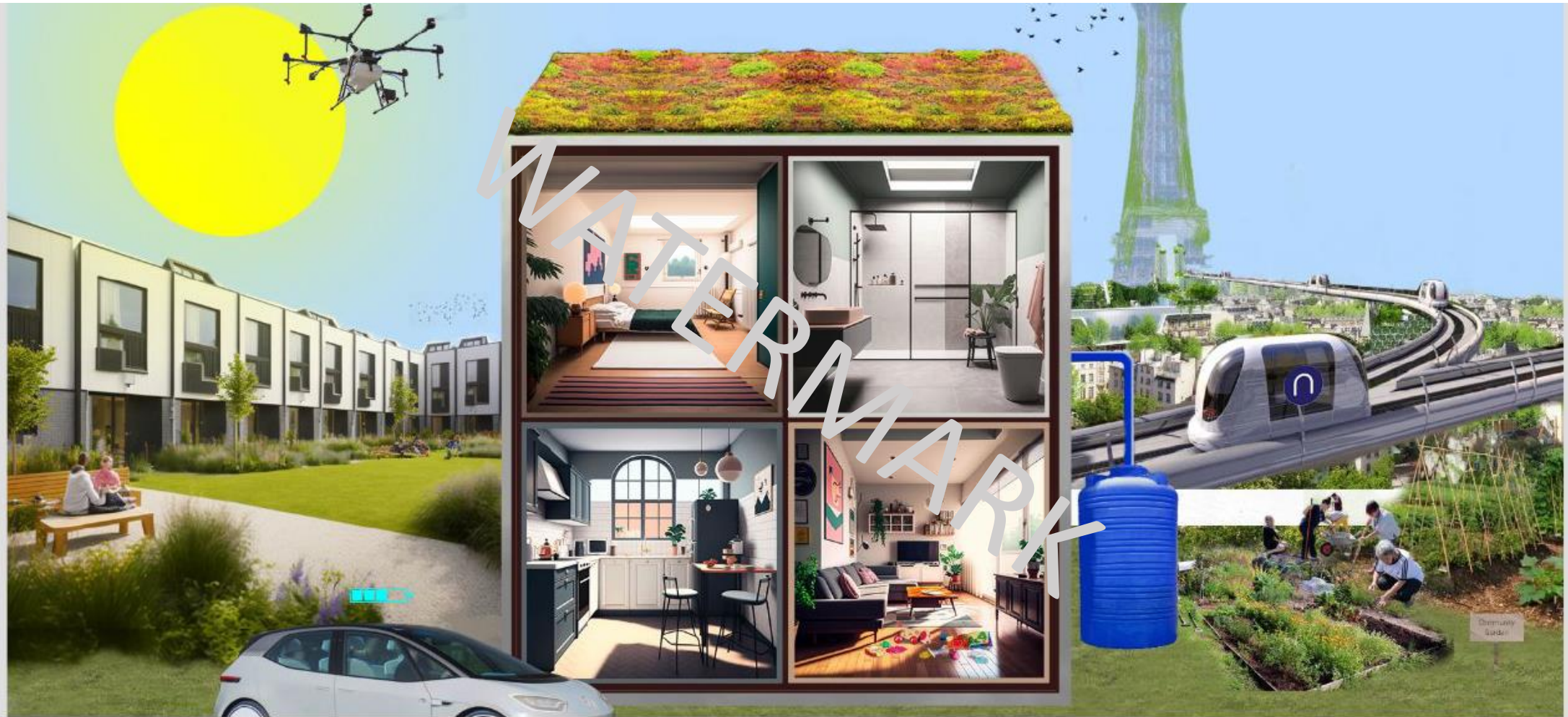
1998

- The highest daily temperature was 32.2 degrees
- We had heatwaves in 1995 and 2003 which reached highs of 37.1C and 38.5C
- There are kids playing in the street and in a paddling pool
- Most people had natural grass/lawn in their garden
- There were a mix of diesel and petrol cars - but not every household had a car



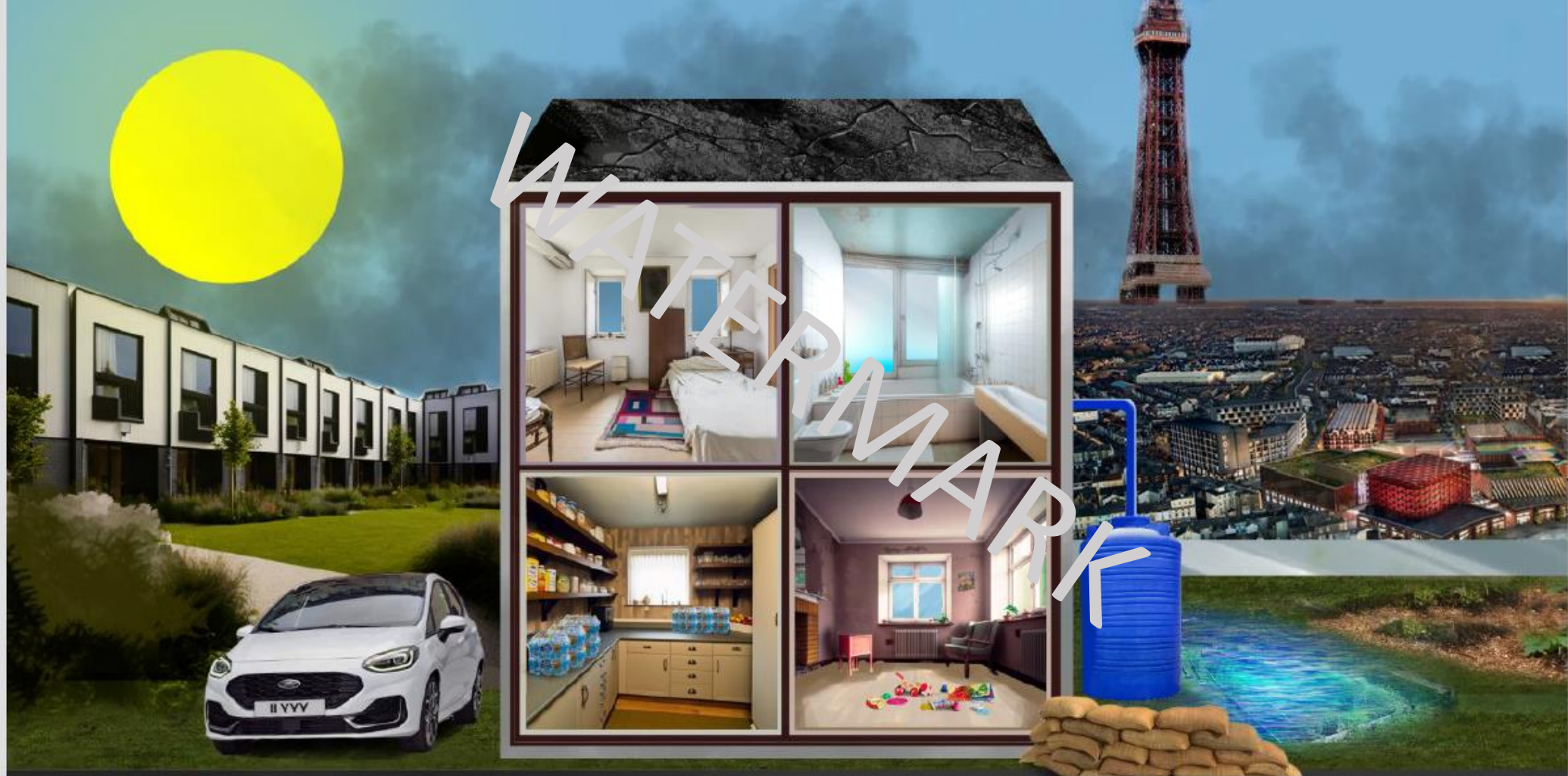
2023

- In July, a new temperature record was set at 40.3C, 8 degrees warmer than the hottest day in 1998
- The way we use water has changed - more homes have power showers, dishwashers and jet washers
- At-home hot tubs are popular to have in the garden
- More people travel via air, sometimes multiple times a year
- Kids entertain themselves with technology rather than on scooters
- Many homes have paved or artificial lawns
- We now have a lot more traffic on the road, streets are lined with cars. Many households have multiple vehicles



Future (Best Case) Scenario:

- The average daily temp remains the same as it is currently
- There are no issues with water resource and supply is consistent due to action taken by the population to be water efficient - note the lack of bath
- We would potentially have new technology that makes our appliances and gadgets even more efficient
- Consider the possibility that green energy powers our household goods
- Community gardens allow people to grow their own produce and 'shop local'
- Water tanks for storing water might become the norm to use in the garden or for flushing the toilet
- Electric cars are common place as are the charging ports.
- We have good public transport links as investment in public services encourages people to 'go green' and reduces the need for multiple cars.
- Vegetation on green roofs help to slow the flow of rainwater, reducing flooding risk and remove carbon from the atmosphere



Future (Worst Case) Scenario:

- The weather is predicted to get warmer, with heatwaves and extreme weather becoming even more commonplace
- There are low reservoir levels due to climate change, water supply is often interrupted, causing the need for emergency bottles of water in the kitchen
- It might not be uncommon to have power outages during Winter
- Due to extreme coastal erosion Blackpool Tower is relocated inland to an urban area
- A layer of smog in the air causes poor air quality and potential health issues as we burn more fossil fuels
- We still use petrol and diesel cars instead of green energy and public transport
- Due to climate change and urbanisation, there is an increased risk of flooding

A recap on United Utilities ambitions...



Carbon Net Zero

Reach Carbon Net Zero by 2050 by switching United Utilities vehicles to electric, invest in tech that emits less carbon and plant more trees



Water Usage

Water Consumption

Support and educate customers on how to increase efficiency of their water usage

Water Leakage

Proactively reduce leaks, prevent clean water being wasted through the use of technology and enhanced network monitoring



Sewer Flooding

Minimise sewer flooding by investing in technology to proactively identify issues / blockages and increase the capacity of sewer network



Water Quality

Drink Water Quality

Maintain high quality taste, smell and appearance of drinking waters (ie, treat algae growth in reservoirs / rivers which can affect water quality)

Lead Pipes

Continue and expand support for customers to identify and replace lead pipes. The Government require all lead pipes to be replaced by 2070.



Maintaining Pipes/Pumps

Maintain efficiency and condition of the network of treatment works and pipes to ensure a consistent supply and reduce costly and disruptive failures



Social Value

Green Space

Improve access to green & recreational spaces (eg, creating water sports, paddling boarding and recreational clubs)

Jobs / Support

Supporting vulnerable customers in paying their bills and provide more jobs, upskilling and training opportunities