

LTDS Themes and Ambitions Breakdown

Summary of the Ambitions

1) Drinking Water Quality



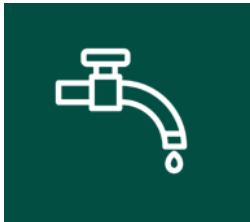
2) Maintaining our Pipes and Pumps



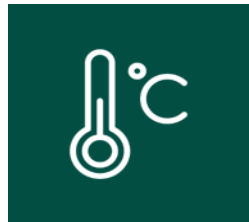
3) Sewer Flooding



4) Water usage



5) Carbon Net Zero



6) Social Value



1) Drinking Water Quality

Ambition: United Utilities want to maintain high quality drinking water for customers, reducing the impact of climate change and replacing lead pipes.

United Utilities could invest to tackle the following challenges:

- Reducing impacts of climate change e.g. algae growth in reservoirs and rivers, which can affect the taste of drinking water and require further treatment
- More extreme and frequent weather events which leads to an increase in sediment entering water courses
- Replacing lead pipes - in the past, lead was widely used for everything from plumbing to electronics. The Government have advised that lead should be reduced due to potential health issues.



Drinking Water Quality - Taste, Smell and Appearance



Drinking Water Quality		
Option 1	Option 2	Option 3
4 complaints about taste, smell or appearance per 10,000 people by 2050	2 complaints about taste, smell or appearance per 10,000 people by 2050	Less than 1 complaint about taste, smell or appearance per 10,000 people by 2050
£	££	£££££



Small allocated spend

High allocated spend

Drinking Water Quality - Removal of Lead Pipes



Removal of Lead Pipes		
Option 1	Option 2	Option 3
All lead pipes removed by 2070	All lead pipes removed by 2060	All lead pipes removed by 2050
£££	££££	£££££



2) Maintaining our Pipes and Pumps

Ambition: Maintain United Utilities' huge network of 654 treatment works and 120,000km of clean and wastewater pipes across the North West

United Utilities want to be able to plan for how they can effectively invest in these systems to:

- Help maintain their efficiency and condition
- Reduce costly and disruptive failures
- Maintain consistent supply to household and businesses



Picture: Scottish Water

Maintaining our Pipes and Pumps



Maintaining our Pipes and Pumps		
Option 1	Option 2	Option 3
Some investment today in pumps and pipes, although on average these will be getting older.	More investment today in pumps and pipes, targeting the worst assets and starting to replace some of our long life assets	Significantly more investment today in pumps and pipes, fairly large new programmes of asset replacement
No increase	££	£££
High future costs and increasing risk of major failure likely	Slowly increasing future costs and stable risk of major failures	Stable future costs and reducing risk of major failures

Moderate allocated spend

Higher allocated spend

3) Sewer Flooding

Ambition: To minimise sewer flooding

Sewer flooding is when sewage or foul water leaks from the sewer, through drains or manholes in the road. Or this could back up through toilets, sinks or showers flooding the inside of a property. Often sewer flooding is caused by blockages from nappies, sanitary items and wet wipes being flushed down toilets. In some cases it is caused by heavy rainfall. Too much rainfall overwhelms capacity of our sewers causing them to back up, and in the worst cases flooding roads or homes.

Climate change and increases in population growth mean that more wastewater enters the sewer, adding pressure to the capacity of the system.

Investment by United Utilities could include:

- Use technology to proactively identify issues such as blockages and rising water to prevent flooding before it happens
- Increase the capacity of sewer network
 - Managing rainwater to prevent it from entering the sewers (e.g. through sustainable drainage systems)



Source: John Bratton

Sewer Flooding



Sewer Flooding		
Option 1	Option 2	Option 3
Customers risk experiencing sewer flooding occurring once every 30 years.	Customers risk experiencing sewer flooding occurring once every 40 years.	Customers risk experiencing sewer flooding occurring once every 50 years.
No increase	££	£££

Moderate allocated spend

Higher allocated spend



4) Water Usage and Efficiency

Ambition: To proactively reduce leaks and prevent clean water being wasted, and to support customers to reduce their water consumption

Population growth and climate change put pressure on clean water resources in the North West e.g. because more water is used by customers or because of drought events and drier summers.

Investment by United Utilities could include:

- Proactively identify and reduce leaks through the use of technology and enhanced monitoring of the network
- Help educate customers on how to increase efficiency of their water usage



Source: Unsplash

Water Usage - Leakage Reduction by 2050



Water Usage		
Option 1	Option 2	Option 3
Reduce leakage by 50% by 2050	Reduce leakage by 55% by 2050	Reduce leakage by 60% by 2050
££	£££	££££



Moderate allocated spend

High allocated spend

Water Usage - Consumption Reduction by 2050



Water Usage		
Option 1	Option 2	Option 3
Reduce customer consumption by 20% from today by 2050 (110 litres per person per day)	Reduce customer consumption by 20% from today by 2037 (110 litres per person per day)	Reduce customer consumption by 40% from today by 2050 (85 litres per person per day)
£	££	££££



Moderate allocated spend

High allocated spend

Activity	Average amount of water used per use (litres)
Bath	75
Shower	35 *based on a 5 minute shower
Power Shower	80 *based on a 5 minute shower
Toilet Flush	9
Modern Toilet Flush (installed since 2000)	9 per minute
Washing up bowl	10
Washing Machine	50
Dishwasher	30
Kitchen Taps	9 per minute
Watering Can	10
Hosepipe	9 per minute

5) Carbon Net Zero

Ambition: United Utilities are aiming to reach Carbon Net Zero by 2050. This means achieving a balance between the carbon put into the atmosphere (e.g. by day to day operations and by new construction activity) and the carbon removed from the atmosphere.

Examples of investment by United Utilities to achieve Net Zero could include:

- Switching our transport fuels to electric vehicles
- Investing in technologies which emit less carbon (reducing carbon from our operation)
- Planting more trees to absorb carbon from the atmosphere (offsetting construction activity)



Carbon Net Zero



Carbon Net Zero		
Option 1	Option 2	Option 3
United Utilities to reach net zero by 2050.	United Utilities to reach net zero by 2045.	United Utilities to reach net zero by 2040.
£££	££££	£££££



Moderate allocated spend

Very high allocated spend

6) Social Value and Investing in the North West

Ambition: To make the North West fairer, stronger, greener and healthier. United Utilities aims to support the region through supporting customers who struggle to pay their bills, increase employment opportunities and improve access to green & recreational spaces

Investment by United Utilities could include:

- Support vulnerable customers in paying their bills
- Give local customers access to recreational green space e.g. creating water sports and recreational clubs, opening up sites for activities like paddle boarding
- Provide more jobs, upskilling and training opportunities across the North West



Social Value – Jobs and Affordability



Social Value		
Option 1	Option 2	Option 3
<p>We currently support 200,000 customers who struggle to pay their bills through our affordability schemes.</p> <p>United Utilities is a reliable employer supporting jobs across the North West.</p>	<p>We continue to offer support for customers through working with more partners (e.g. social housing providers) to extend affordability schemes, reducing the number of customers who are in water poverty.</p> <p>United Utilities continues to generate significant employment opportunities for North West residents and is considered a top employer.</p>	<p>Incorporating all the actions in option 1 and 2, United Utilities also support the wider North West economy through investment in innovative technology, affordability and infrastructure.</p>
No increase	£££	££££



Social Value – Recreational Access



Social Value		
Option 1	Option 2	Option 3
65 reservoirs currently have recreational clubs (e.g. sailing). Most of our catchment land across the NW provides open access to greenspace. We continue to offer this visitor experience.	We go above to provide more facilities and opportunity for different types of water and land based activities for customers, and work to further improve accessibility to and on our land.	Building on options 2 and 3 we also invest in working across communities and with other authorities and organisations to promote access to United Utilities catchment land (e.g. promoting walking trails and offering activities to a diverse range of customers)
£	££	£££

Moderate allocated spend

High allocated spend