

# A warm welcome: meet the United Utilities team



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A wide-angle photograph of the Blackpool promenade in Lancashire, UK. The central focus is the tall, red-painted Blackpool Tower, a lattice-structured tower with a flag at the top. Below the tower is a large, multi-story red brick building, likely the Blackpool Grand Hotel. To the left and right are other buildings, including a modern glass-fronted building on the left and a tall, thin white tower in the distance. The foreground shows a sandy beach and the sea. The sky is a clear, pale blue.

# Stronger, Greener, Healthier: Our plan for Lancashire



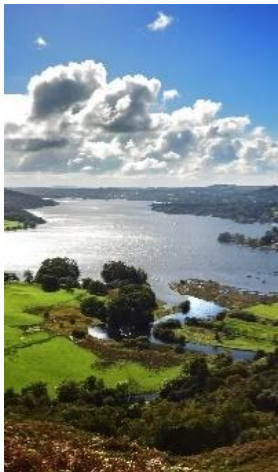
# Introducing United Utilities

## 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 – 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

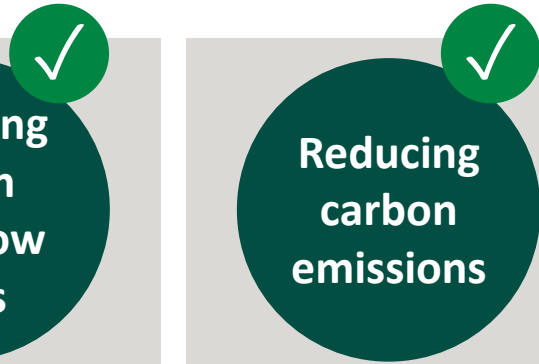
**An additional 7,000 jobs** created through our plan





# 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

# Addressing your priorities in Lancashire – our proposed plan



## Stronger

- ✓ 55,300 supported with affordability help, this will double by 2030
- ✓ 66,600 supported through Priority Services
- ✓ Employing more than 860 people across Lancashire, with more green jobs created
- ✓ Promoting sustainable development



## Greener

- ✓ £870 million to improve the 35km rivers of Lancashire
- ✓ Improving fish and eel migration at Stocks reservoir and the Calder River intake
- ✓ Partnerships to improve rivers, coastlines and peatland with the Fylde Hub, Turning Tides, Ribble Rivers Trust, Wyre NFM, RSPB and more
- ✓ £729 million to reduce spills from 91 storm overflows



## Healthier

- ✓ Reducing impacts on taste, smell and appearance of water
- ✓ £270 million to improve four bathing waters and protect shellfish waters
- ✓ £1 billion to ensure resilient water supplies, by improving the Haweswater Aqueduct



# 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

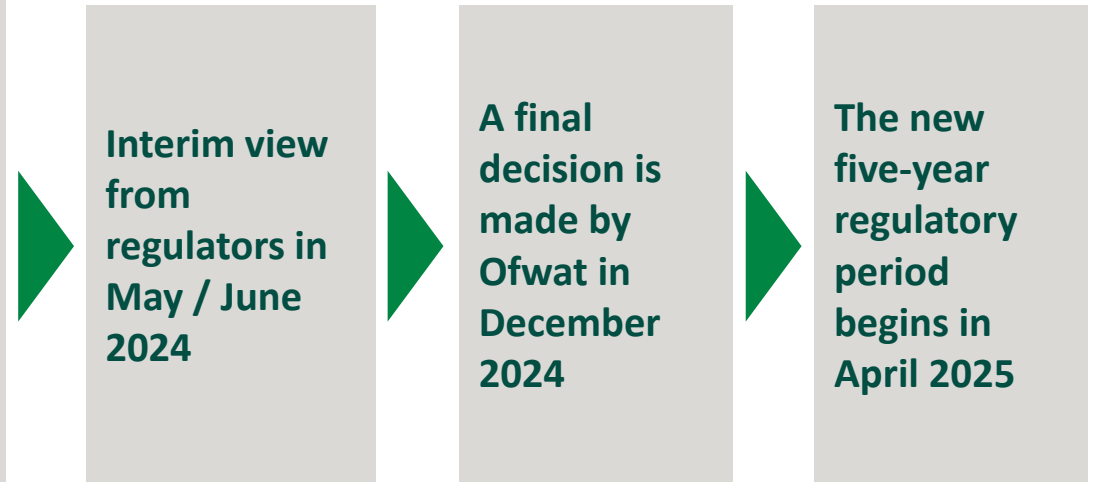
**590,000**  
households to be supported  
with affordability help



# 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!





**Find out more**

**Hear more about how  
we're delivering our  
plans for Lancashire in  
future sessions like this**

