

Useful Contacts:

Customer Services & Key Account Management



Andrea Burke

Customer Services & Key Account Manager

Leading our Developer Services customer contact centre, Andrea is responsible for shaping an excellent experience for homeowners, small builders & large developers through the delivery of customer-focused solutions, as well as ensuring exceptional service for our key partners.

Andrea.Burke@uuplc.co.uk; 07345778385



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Business & Developer Services

We're here to help!



Contact Us:



Jen Blake

Strategic Accounts Partner

Dedicated partner for proactive support and seamless coordination across Developer Services and Metering. Focused on building strong relationships, resolving issues quickly, and ensuring a fantastic customer experience for our key customers.

Jennifer.Blake@uuplc.co.uk; 07570327129



Carly Hoyes

Customer Area Manager

Leads the Customer Experiences team, spanning customer care, data, and insights. Oversees everything from processing applications and meter information, to transforming customer feedback and intelligence into meaningful service improvements.

Carly.Hoyes@uuplc.co.uk; 07553302458



Debbie McNish

Customer Area Manager

Responsible for supporting customers through the full process of obtaining a new water connection - from initial quotation to final connection. Ensuring customers receive their quotes promptly and that all connection work is coordinated smoothly in line with their build plans.

Debbie.Mcnish@uuplc.co.uk; 07920278423

Contact Our Teams:

developerserviceswater@uuplc.co.uk for any water-related development enquiries - including new water connections, technical guidance, or submitting application forms.

selflay@uuplc.co.uk for enquiries about self-lay water mains, service connections, design approvals, or submitting self-lay documentation.

watermains@uuplc.co.uk for queries about water main diversions, disconnections, protection of existing mains, or submitting related plans and documentation.

wastewaterdeveloperservices@uuplc.co.uk for enquiries about wastewater connections, build overs, sewer adoptions, drainage plans, or submitting wastewater-related application documents.

seweradoptions@uuplc.co.uk for enquiries about adopting new sewers, Section 104 agreements, technical approvals, or submitting sewer adoption documentation.

NAVenquiries@uuplc.co.uk for all correspondence relating to sites that are served or to be served by a NAVs, including application forms.

For more information visit our website:
[Unitedutilities.com/builders-developers](https://www.unitedutilities.com/builders-developers)



Useful Contacts:

Strategy, Technical & Compliance Clean Water Design

Graham Morley
Strategy, Technical & Compliance Manager



Responsible for shaping future policy, overseeing governance and assurance, and maintaining key relationships with industry bodies. Provides expert guidance on complex technical issues, ensures alignment with UU policies, and drives effective, compliant operational delivery.

Graham.Morley@uuplc.co.uk
07785456535



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Business & Developer Services



Bradley Hollis
Developer Services Technical Manager (Water)

Oversees all aspects of clean water design. The primary point of contact for related projects and support.

Bradley.Hollis@uuplc.co.uk; 07468 712 208

Business Area	Geographical Area	Contact	Tel	E-mail
CW Design	Carlise, Eden, Allerdale, Copeland, Barrow-in-Furness, South Lakeland, Lancaster	Helen Fulford	07826958926	Helen.Fulford@uuplc.co.uk
CW Design	Wyre, Blackpool, Fylde, Preston, Ribble Valley, Pendle, South Ribble, Chorley	Lindsey Eccleston	07341121675	Lindsey.Eccleston@uuplc.co.uk
CW Design	Burnley, Hyndburn, Blackburn with Darwen	Alison Webster	07827825630	Alison.Webster@uuplc.co.uk
CW Design	West Lancs, St Helens, Knowsley, Sefton, Liverpool	Tom Morris	07827286529	Thomas.Morris2@uuplc.co.uk
CW Design	Bolton, Bury, Rossendale, Rochdale, Oldham, Tameside, High Peak	Rachel Yates	07747446679	Rachel.Yates@uuplc.co.uk
CW Design	Stockport, Manchester, Salford, Trafford	Aisling Marsland	07920104932	Aisling.Marsland@uuplc.co.uk
CW Design	Wirral, Cheshire East, Cheshire West & Chester	James New	07917217317	James.New@uuplc.co.uk
CW Design	Wigan, Halton, Warrington	Steve Faller	07717727612	Steve.Faller@uuplc.co.uk

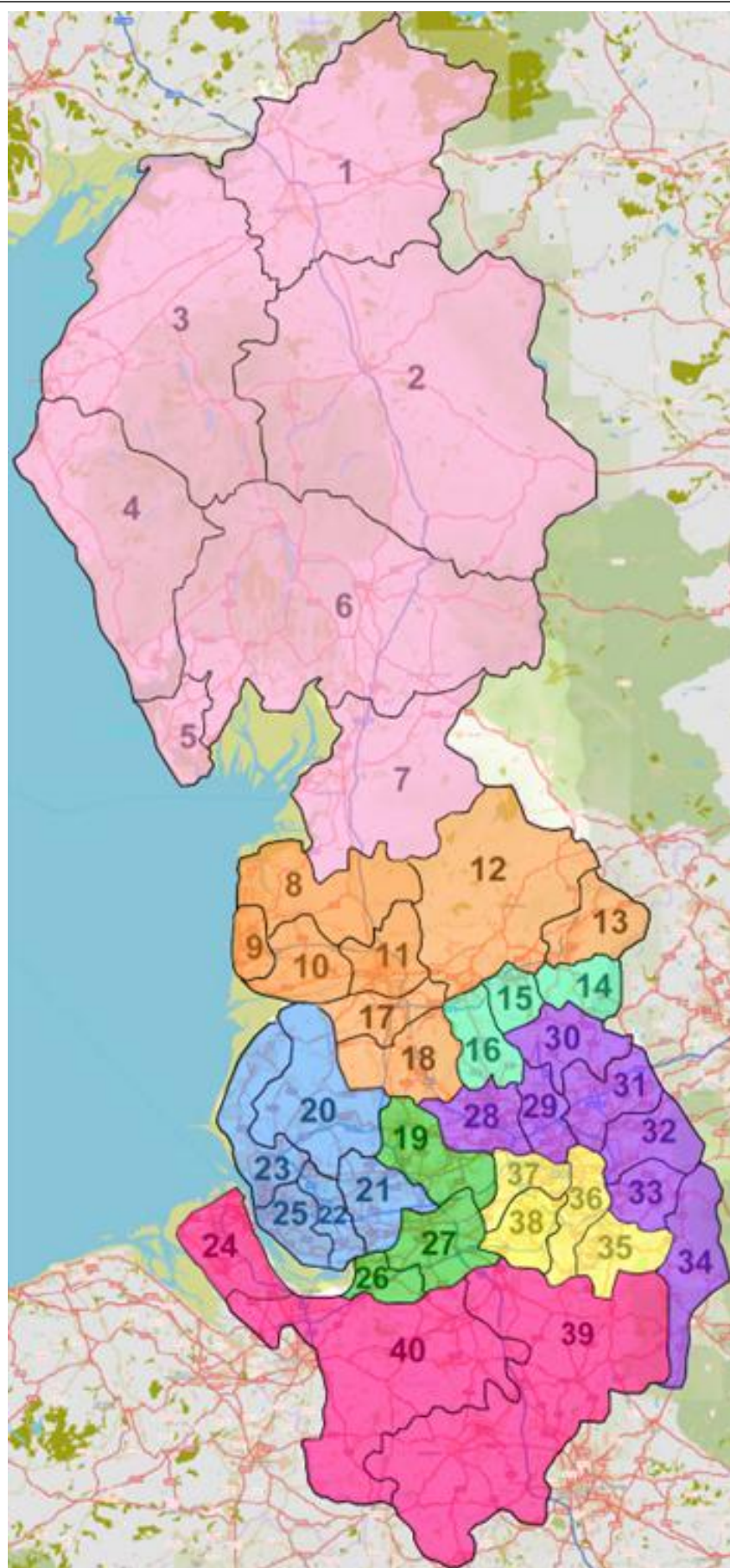
You'll find a comprehensive breakdown presented in map form on the next page

Design Engineer Area Split

Water Technical Manager – Bradley Hollis

Bradley.Hollis@uuplc.co.uk

07468 712 208

**Key**

Helen Fulford
07826958926
Helen.Fulford@uuplc.co.uk



Lindsey Eccleston
07341121675
Lindsey.Eccleston@uuplc.co.uk



Alison Webster
07827825630
Alison.Webster@uuplc.co.uk



Tom Morris
07827286529
Thomas.Morris2@uuplc.co.uk



Rachel Yates
07747446679
Rachel.Yates@uuplc.co.uk



Aisling Marsland
07920104932
Aisling.Marsland@uuplc.co.uk



James New
07917217317
James.New@uuplc.co.uk



Steve Faller
07717727612
Steve.Faller@uuplc.co.uk

1	Carlisle	21	St Helens
2	Eden	22	Knowsley
3	Allerdale	23	Sefton
4	Copeland	24	Wirral
5	Barrow-In-Furness	25	Liverpool
6	South Lakeland	26	Halton
7	Lancaster	27	Warrington
8	Wyre	28	Bolton
9	Blackpool	29	Bury
10	Fylde	30	Rossendale
11	Preston	31	Rochdale
12	Ribble Valley	32	Oldham
13	Pendle	33	Tameside
14	Burnley	34	High Peak
15	Hyndburn	35	Stockport
16	Blackburn with Darwen	36	Manchester
17	South Ribble	37	Salford
18	Chorley	38	Trafford
19	Wigan	39	Cheshire East
20	West Lancashire	40	Cheshire West and Chester

Useful Contacts:

Strategy, Technical & Compliance NAV

Graham Morley
Strategy, Technical & Compliance Manager



Responsible for shaping future policy, overseeing governance and assurance, and maintaining key relationships with industry bodies. Provides expert guidance on complex technical issues, ensures alignment with UU policies, and drives effective, compliant operational delivery.

Graham.Morley@uuplc.co.uk
07785456535



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Business & Developer Services



Gary Pennington
Contract Manager

Manages key wholesale and retailer contracts, maintaining strong external partnerships, and resolving escalations. The main point of contact for contractual matters, supporting market obligations and ensuring smooth, effective relationships across retailers, wholesalers and NAVs.

Gary.Pennington@uuplc.co.uk; 07900148046

Business Area	Geographical Area	Contact	Tel	E-mail
NAV	Carlise, Eden, Allerdale, Copeland, Barrow-in-Furness, South Lakeland, Lancaster, Ribble Valley, Pendle, Burnley, Hyndburn, Blackburn with Darwen, Wyre, Blackpool, Fylde, Preston,	Amanda Harding	07341470163	Amanda.Harding3@uuplc.co.uk
NAV	Bolton, Bury, Rossendale, Rochdale, Oldham, Tameside, High Peak, Stockport, Manchester, Salford, Trafford, Macclesfield	Colleen Scott	07341739329	Colleen.Scott@uuplc.co.uk
NAV	Wigan, West Lancs, South Ribble, Chorley, St Helens, Knowsley, Sefton, Liverpool	Sam Reid	07827286526	Sam.Reid@uuplc.co.uk
NAV	Wirral, Halton, Warrington, Cheshire East, Cheshire West & Chester	Jessica Cunliffe	07917217433	Jessica.Cunliffe@uuplc.co.uk

You'll find a comprehensive breakdown presented in map form on the next page

NAV Assistant Developer Engineer Area Split

Area Manager – Gary Pennington
Gary.pennington@uuplc.co.uk
07900148046

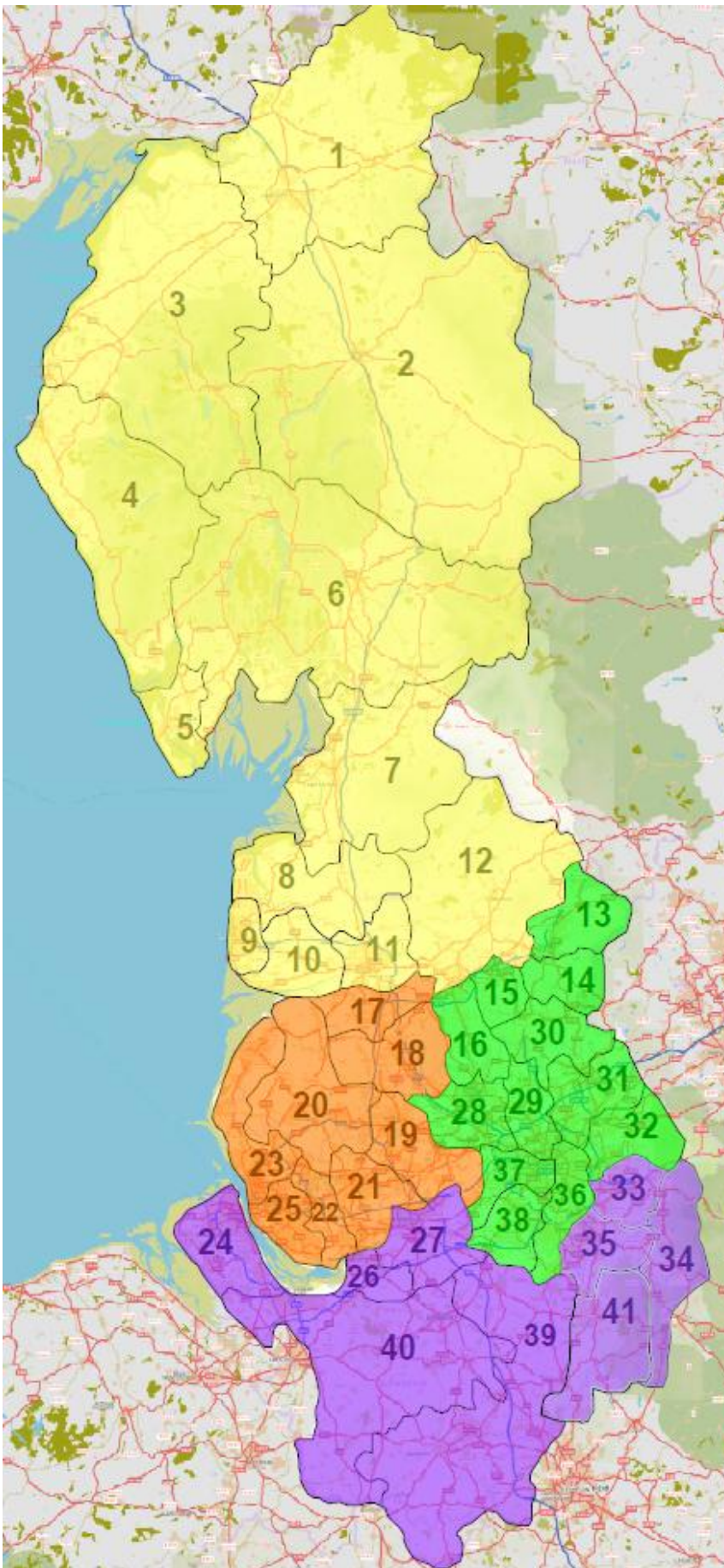
Key

Amanda Harding
07341470163
Amanda.Harding3@uuplc.co.uk

Colleen Scott
07341739329
Colleen.Scott@uuplc.co.uk

Sam Reid
07827286526
Sam.Reid@uuplc.co.uk

Jess Cunliffe
07917217433
Jessica.Cunliffe@uuplc.co.uk



1	Carlise	22	Knowsley
2	Eden	23	Sefton
3	Allerdale	24	Wirral
4	Copeland	25	Liverpool
5	Barrow-In-Furness	26	Halton
6	South Lakeland	27	Warrington
7	Lancaster	28	Bolton
8	Wyre	29	Bury
9	Blackpool	30	Rossendale
10	Fylde	31	Rochdale
11	Preston	32	Oldham
12	Ribble Valley	33	Tameside
13	Pendle	34	High Peak
14	Burnley	35	Stockport
15	Hyndburn	36	Manchester
16	Blackburn with Darwen	37	Salford
17	South Ribble	38	Trafford
18	Chorley	39	Cheshire East
19	Wigan	40	Cheshire West and Chester
20	West Lancashire	41	Macclesfield
21	St Helens		

Useful Contacts:

Strategy, Technical & Compliance Wastewater Engineering

Graham Morley
Strategy, Technical & Compliance Manager



Responsible for shaping future policy, overseeing governance and assurance, and maintaining key relationships with industry bodies. Provides expert guidance on complex technical issues, ensures alignment with UU policies, and drives effective, compliant operational delivery.

Graham.Morley@uuplc.co.uk
07785456535



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Business & Developer Services



Danny McDermott
Developer Services Technical Manager (Wastewater)

Oversees the technical lifecycle of new WW infrastructure, from early planning to final adoption. the primary point of contact for all related projects and support.

Daniel.McDermott@uuplc.co.uk; 07795046445

Business Area	Geographical Area	Contact	Tel	E-mail
Developer Engineer	Greater Manchester and High Peak	James Darlington	07917096253	James.Darlington@uuplc.co.uk
Developer Engineer	Central and Pennine Lancashire districts	Steve Searle	07468354040	Stephen.Searle@uuplc.co.uk
Developer Engineer	Wider Lancashire and the Yorkshire Dales	Michael Rimmer	07341686020	Michael.Rimmer@uuplc.co.uk
Developer Engineer	Cumbria	Jordan Houghton	07500671544	Jordan.Houghton@uuplc.co.uk
Developer Engineer	Cheshire & Stockport	Lauren Campton	07345753824	Lauren.Campton@uuplc.co.uk
Developer Engineer	Merseyside	Casey Dand	07717891683	Casey.Dand@uuplc.co.uk
Adoptions Assistant	Greater Manchester North, Pennines & East Lancashire	Lana Jaundrell	01925429098	Lana.Jaundrell@uuplc.co.uk
Adoptions Assistant	Greater Manchester & Merseyside	Chloe McShane	01925429078	Chloe.McShane@uuplc.co.uk
Adoptions Assistant	Cheshire, North Staffordshire & the Wirral	Olivia Morley	01925429043	Olivia.Morley@uuplc.co.uk
Adoptions Assistant	Cumbria, Lancashire & Yorkshire Dales	Megan Dimeloe	01925429036	Megan.Dimeloe4@uuplc.co.uk
Sewer Connections & Build Overs	North (Lancashire, Cumbria & Pennines)	Lynne Berry	01925429085	Lynne.Berry@uuplc.co.uk
Sewer Connections & Build Overs	South (Greater Manchester, Merseyside & Cheshire)	Ellie Murray	01925429044	Ellie.Murray@uuplc.co.uk

Useful Contacts:

Clean Water Field Services

Field Services & Metering

Colin Dermody

Customer Operations Delivery Manager - **NORTH**



Leads a multi-disciplined field team across Developer Services, Metering Operations and Meter Reading. Oversees both forward planning and real-time jeopardy management - preparing upcoming work and responding quickly to emerging operational risks.

Colin.Dermody@uuplc.co.uk
07717719955

Paul Heavy

Customer Operations Delivery Manager - **SOUTH**



Leads a multi-disciplined field team across Developer Services, Metering Operations and Meter Reading. Oversees both forward planning and real-time jeopardy management - preparing upcoming work and responding quickly to emerging operational risks.

Paul.Heavey@uuplc.co.uk
07747 446101



Dom Baglee

Field Services Manager (Water) - **NORTH**

Oversees construction from work order to completion across SLP, NAV, and Lead in in the **Northern Region**. Responsible for smooth delivery, from pre-site planning to final meter installation.

Dominic.Baglee@uuplc.co.uk; 07500672210



Steve Marsh

Field Services Manager (Water) - **SOUTH**

Oversees construction from work order to completion across SLP, NAV, and Lead in in the **Southern Region**. Responsible for smooth delivery, from pre-site planning to final meter installation.

Steve.Marsh@uuplc.co.uk; 07887988534

PLEASE FIND DETAILED AREA MAPS FOR ALL CLEAN WATER DEVELOPER SERVICES INSPECTORS AND CONSTRUCTION ENGINEERS ON THE FOLLOWING PAGES

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Useful Contacts:

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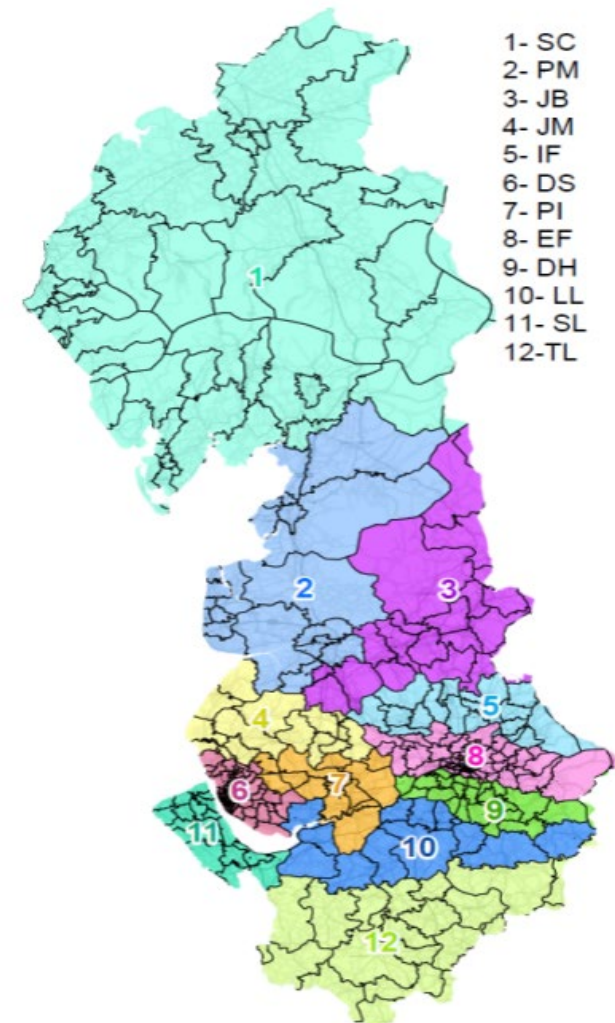


Field Services & Metering

Developer Services Inspectors (DSIs)

Developer Services Inspectors

1. **Steve Chandler** 07920081678
2. **Phil Moores** 07825632794
3. **Jonathan Bateson** 07717695103
4. **Jack Melling** 07500869135
5. **Ian Finch** 07990804526
6. **David Swingler** 07717734265
7. **Peter Ives** 07500868851
8. **Dan Hill** 07425637421
9. **Emma Fisher** 07917178708
10. **Leesa Llewellyn** 07917178712
11. **Sophie Leyland** 07990804388
12. **Tracy Little** 07795605367



Useful Contacts:

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Field Services & Metering

Construction Engineers (CEs)



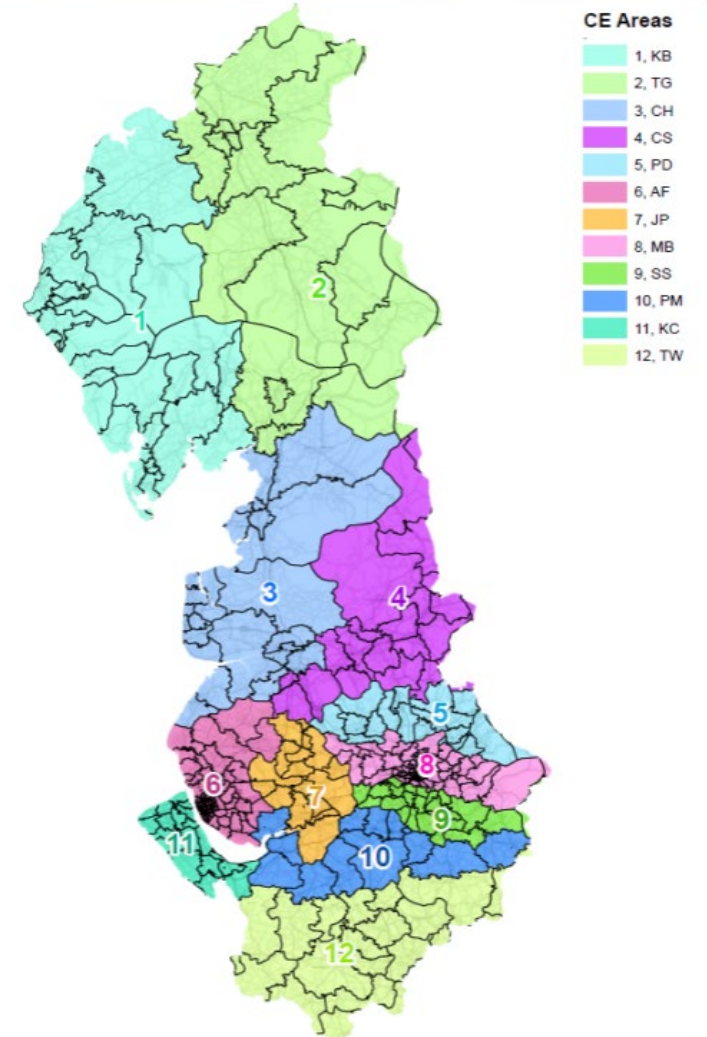
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Field Services: Construction Engineers

1. **Kev Bee** 07442612235
2. **Tracey Gill** 07798933562
3. **Chris Heywood** 07721177811
4. **Charlie Stuart** 07503671535
5. **Paul Dalton** 07901856844
6. **Adam Frodsham** 07766204916
7. **John Prout** 07768145509
8. **Michele Bower** 07768175271
9. **Steve Smith** 07768175273
10. **Paul Milnes** 07442995371
11. **Ken Crisp** 07785317470
12. **Tom Walsh** 07551236981



Useful Contacts:

Waste Water Field Services

Colin Dermody
Customer Operations Delivery Manager



Leads a multi-disciplined field team across Developer Services, Metering Operations and Meter Reading. Oversees both forward planning and real-time jeopardy management - preparing upcoming work and responding quickly to emerging operational risks.

Colin.Dermody@uuplc.co.uk
07717719955



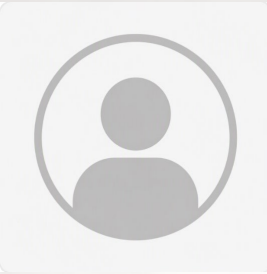
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Field Services & Metering



Matt Yates
Field Services Manager (Wastewater)

Oversees on-site activities that support new developments and protect the sewer network. Responsible for coordinating inspections, managing field teams, providing technical guidance, and ensuring all wastewater connections and works meet United Utilities' standards.

Matthew.Yates1@uuplc.co.uk; 07768066128



Business Area	Geographical Area	Contact	Tel	E-mail
Technical Liaison Officer	Northwest – All Areas	Anthony Benfold	07899802578	Anthony.Benfold2@uuplc.co.uk
WW DS Inspector	Blackburn, Burnley, Hyndburn, Pendle, Ribble Valley, Rossendale	Mohammed Younas	07795268306	Mohammed.Younas@uuplc.co.uk
WW DS Inspector	Knowsley, Liverpool, Sefton	Terry Kennedy	07776161061	Terry.Kennedy@uuplc.co.uk
WW DS Inspector	Allerdale, Carlisle, Copeland	Chris Bell	07717322240	Chris.Bell@uuplc.co.uk
WW DS Inspector	Barrow, Craven, Eden, Lancaster, South Lakeland	Neil O'Connor	07919882256	Neil.OConnor@uuplc.co.uk
WW DS Inspector	Chester, Ellesmere Port & Neston, Wirral	Shelley McNamara	07825358095	Shelley.McNamara@uuplc.co.uk
WW DS Inspector	Blackpool, Bury, Fylde, Wyre	Tony Selby	07824857776	Anthony.Selby@uuplc.co.uk
WW DS Inspector	Manchester, Salford, Trafford	Marcus Jones	07823553970	Marcus.Jones@uuplc.co.uk
WW DS Inspector	High Peak, Macclesfield, Oldham, Stockport, Tameside	Wesley Odell	07789924735	Wesley.Odell@uuplc.co.uk
WW DS Inspector	Halton, St Helens, Warrington	Andrew Howarth	07785456953	Andrew.Howarth@uuplc.co.uk
WW DS Inspector	Bolton, Chorley, Preston, Rochdale, South Ribble	Will Harrison	07901113436	William.Harrison1@uuplc.co.uk
WW DS Inspector	West Lancs, Wigan	Keira Owen	07826877264	Keira.Owen@uuplc.co.uk
NO DSI CURRENTLY ASSIGNED	Congleton, Crewe & Nantwich, Newcastle-Under-Lyme, North Shropshire, Staffs Moorland, Vale Royal	Covered on a case-by-case basis by the DSIs above		