Asset management policy

UNITED UTILITIES POLICY STATEMENT | JULY 2026

The United Utilities asset management policy defines the principles behind the management and operation of our assets. We use it to ensure our assets continue to provide great water for a stronger, greener, healthier North West.

We will operate, maintain and invest in our assets to deliver reliable, high-quality water, wastewater and customer services – now and for future generations – while creating value for customers, communities, the environment, employees, investors and suppliers.

Our decisions will be risk-informed and evidence-based, balancing short-, medium- and long-term needs to optimise whole-life value, improve resilience and respond to climate change, population growth and emerging risks and opportunities.

This policy is aligned and consistent with our other business policies. Our Strategic Asset Management Plan links our policy to Asset Management Objectives and sets the framework for delivering our Asset Management Plans.

We will:

- Meet legal, regulatory and other obligations to agreed timescales
- Provide a safe, inclusive and talented workplace
- Improve service, affordability and vulnerability support for all customers
- Improve rivers and beaches by reducing overflows, rainwater in sewers and pollution
- Deliver net zero and create a greener future
- Remove duplication and waste to spend customers' money wisely
- Be visible in communities and demonstrate our North West contribution

We will deliver this by:

- Developing competence, leadership and culture for asset management excellence
- Using our value framework for evidence-based lifecycle decisions that balance cost, risk, performance, resilience and stakeholder outcomes
- Maintaining reliable, secure and accessible asset information
- Working across boundaries and with partners on integrated place-based planning and nature-based solutions
- Sharing knowledge, encouraging innovation and supporting continual improvement
- Benchmarking capabilities within and beyond the water sector to improve the Asset Management System
- Reviewing the policy every three years using latest best practice and learning

L. S. Beardmore

Louise Beardmore
Chief Executive

United Utilities

Water for the North West