

United Utilities Group PLC
3 March 2021

UNITED UTILITIES CAPITAL MARKETS EVENT

We are hosting a Capital Markets Event today/tomorrow to talk in more detail about four key areas of value creation: innovation and Systems Thinking; customer service; totex and financing.

We have continued to perform strongly during the Covid-19 pandemic and to deliver excellent operational performance.

Long-term commitment to ESG

ESG has been a long-term priority for us, which is deeply embedded in everything we do and our responsible and sustainable approach to doing business has never been more important. We are providing unprecedented support to customers and colleagues, while building on our long track record of investing to protect the environment and communities in which we operate.

Operational performance

We have accelerated investment into this first year of the new regulatory period and targeted those areas that benefit customers and the environment most. As a result, we are pleased to provide updated guidance for the outperformance we expect to achieve against our customer ODIs of up to £20 million for this year.

In order to provide more detail on our performance to date and plans for the future, our management team will be hosting a live Q&A session from 2.30pm tomorrow. Prior to this, video updates will be available to view from 5.00pm tonight.

Steve Mogford, Chief Executive Officer, said:

“While our focus has understandably been on supporting customers and protecting our colleagues through the pandemic, we have continued to drive improvements in operational performance to build on the excellent service we are delivering and to secure further value for all our stakeholders. This event will demonstrate how we are achieving this and our plans to deliver more in the future.”

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Video updates will be uploaded to the investor pages of our website and can be accessed from 5.00pm on Wednesday 3 March 2021 at the following link:

<https://www.unitedutilities.com/capital-markets-day-2021>

We will host a live Q&A session with management from 2.30pm on Thursday 4 March 2021. The following link provides access to the live event and can also be used to submit questions:

<http://www.unitedutilitiestv.live/>

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Classification – Capital Markets Event