



Water for the North West

Creating a stronger, greener and healthier North West

United Utilities wholesale charges for 2026-27

United Utilities is entering the second year of its five-year programme, investing more than £13 billion upgrading and improving water and wastewater services across the region.

This will be the biggest investment in water services for more than 100 years – and we're making great progress.

Right across the North West, we are upgrading pipes and treatment works, improving water quality, reducing leakage to its lowest-ever levels and protecting and enhancing over 500km of rivers and bathing waters. Our investment is also set to reduce the use of storm overflows, caused by intense periods of heavy rainfall, by 60% over the decade to 2030. This will help support our natural environment.

This huge programme recognises the need to meet new stretching environmental targets and the investment required to tackle the water supply-demand balance, water quality, increased resilience and to facilitate population growth, support new homes and businesses and improved services to customers.

What this means for you and your bill

The scale of our five-year investment plan means that bills will need to increase. We want to be as transparent as possible when explaining your charges and the services you pay for.

On average our wholesale charges, i.e. the prices that we charge your particular water retailer, will increase (on average) by 11.9% in 2026/27. The actual bill increase for individual customers will depend on the services received and your contract with your water retailer.

We have previously shared forecast increases for AMP8 non-household wholesale charges, and this information has been updated below. We recognise these are challenging times for many businesses and so to reduce bill increases for customers in 2026/27, we have deferred £25m (in 2022/23 prices) of revenue allowances into the final 3 years of AMP8. The actual price changes for future years may differ from those in the table for several reasons, including inflation, regulatory reward/penalty mechanisms, revenue correction mechanisms, and changes in customer numbers/usage.

| Annual increase (includes forecast inflation) | 2026/27 | 2027/28 | 2028/29 | 2029/30 |
|---|--------------|--------------|-------------|-------------|
| Water | 17.8% | 6.1% | 3.3% | 2.8% |
| Wastewater | 8.4% | 11.0% | 6.1% | 7.1% |
| Combined | 11.9% | 8.8% | 4.8% | 5.2% |

Demand reduction support available to business customers

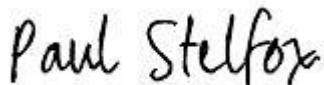
To support customers to reduce their water usage, we're delivering a smart metering programme that will see us install 1 million smart meters across the region – including the replacement of all non-household customer meters. We're also working with retailers to deliver water saving advice and guidance for customers. Please refer to our website at [We're all in the business of saving water](#) for more details.

Investing across every county in the North West

We have produced investment plans for each county – so Cumbria, Lancashire, Merseyside, Greater Manchester and Cheshire. You can see exactly what we're delivering and the progress we've made so far in your area at: [**unitedutilities.com/businessplan**](http://unitedutilities.com/businessplan)

To help us deliver this plan, we've created 1,000 additional roles over the past 12 months across the North West, including more than 130 graduates and apprentices, directly employing over 7,000 people and supporting 30,000 jobs in total through our regional supply chain.

By investing now, we're creating a water network that's stronger, greener, healthier and ready to protect our environment, our homes and businesses for generations to come.



Paul Stelfox, UU Customer Services