

Asset management policy

UNITED UTILITIES POLICY STATEMENT | JULY 2023

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 our core water, wastewater and customer services, reliably and to the highest quality now and for the future whilst also;

- protecting and enhancing the **environment**;
- supporting **communities** to be stronger;
- caring for **customers** through trusted relationships;
- creating a great place to work for all our **employees**;
- delivering a sustainable return to **investors**; and
- innovating in partnership with **suppliers**.

Our risk-based asset management decisions will balance short, medium and long-term needs as we build resilience and reduce inherent risks across our asset base against challenges from climate change, demographic change and other major drivers. This policy is aligned and consistent with our other business policies.

We will:

- deliver our legal and **regulatory** obligations to the timescales agreed with our regulators;
- provide a **safe and great place to work**, with a diverse, inclusive and talented workforce;
- drive improvements across our organisation and provide support with affordability and vulnerability to **deliver great service for all our customers**;
- **improve our rivers** and beaches through reductions in storm overflows, removing rainwater from our sewers and eliminating pollution;
- deliver our net zero transition plan to **create a greener future**;
- improve our asset management, remove duplication and waste to ensure we **spend customers' money wisely**; and
- be out there and visible, **contributing to our communities** and demonstrating what we contribute to the North West.

We will do this by:

- ensuring that our risk and asset planning framework is used to support asset performance, customer service, environmental service and cost management decisions as embedded within our business plans;
- continuing to develop our data and information strategy to make best use of technology to support our asset management decisions;
- actively managing the complete lifecycle of our assets to achieve maximum value;
- ensuring that organisational priorities are routinely considered when addressing departmental needs;
- regularly benchmarking our asset management capabilities within and beyond our organisation;
- wherever possible, considering partnering and natural solutions to shared needs; and
- reviewing this policy every three years, considering the latest best practice and learning.



Louise Beardmore
Chief Executive