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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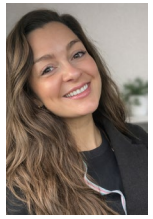
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Business & Developer Services

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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

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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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

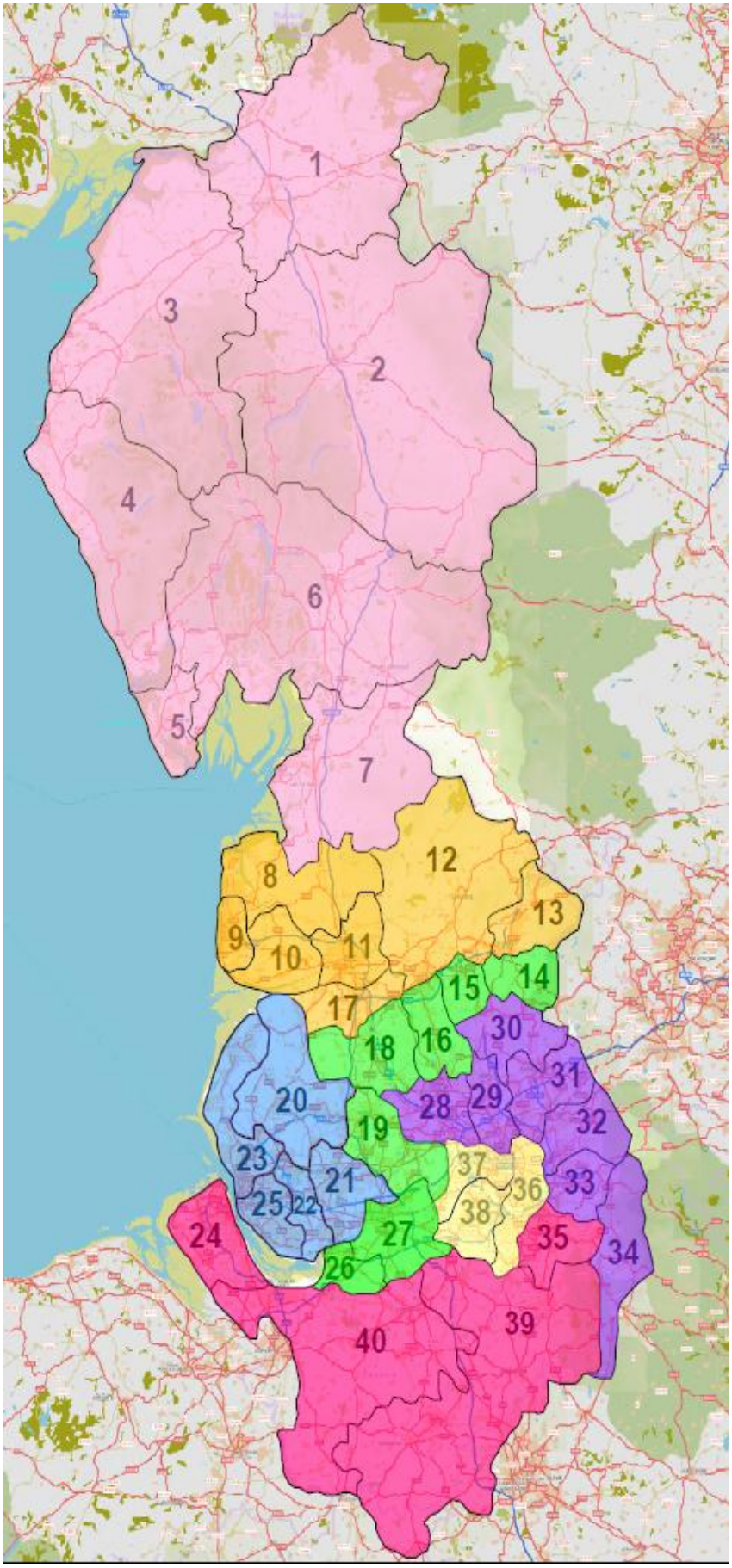
Business Area	Geographical Area	Contact	Tel	E-mail
CW Design	Carlise, Eden, Allerdale, Copeland, Barrow-in-Furness, South Lakeland, Lancaster	**Helen Fulford**	07826958926	Helen.Fulford@uuplc.co.uk
CW Design	Wyre, Blackpool, Fylde, Preston, Ribble Valley, Pendle, South Ribble	**Lindsey Eccleston**	07341121675	Lindsey.Eccleston@uuplc.co.uk
CW Design	Manchester, Salford, Trafford	**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	Wirral, Stockport, Cheshire East, Cheshire West & Chester	**James New**	07917217317	James.New@uuplc.co.uk
CW Design	Burnley, Hyndburn, Blackburn with Darwen, Chorley, 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

Developer Services – Large Developer, SLP and NAV

Design Engineer Area Split

Design Engineer Manager – Bradley Hollis
Bradley.Hollis@uuplc.co.uk
07468 712 208



Key

Helen Fulford
07826 958 926
Helen.Fulford@uuplc.co.uk

Lindsey Eccleston
07341 121 675
Lindsey.Eccleston@uuplc.co.uk

Tom Morris
07827 286 529
Thomas.Morris2@uuplc.co.uk

Rachel Yates
07747 446 679
Rachel.Yates@uuplc.co.uk

Stephen Faller
07717 727 612
Stephen.Faller@uuplc.co.uk

James New
07917 217 317
James.New@uuplc.co.uk

Alison Webster
07827 825 630
Alison.Webster@uuplc.co.uk

1	Carlise
2	Eden
3	Allerdale
4	Copeland
5	Barrow-In-Furness
6	South Lakeland
7	Lancaster
8	Wyre
9	Blackpool
10	Fylde
11	Preston
12	Ribble Valley
13	Pendle
14	Burnley
15	Hyndburn
16	Blackburn with Darwen
17	South Ribble
18	Chorley
19	Wigan
20	West Lancashire

21	St Helens
22	Knowsley
23	Sefton
24	Wirral
25	Liverpool
26	Halton
27	Warrington
28	Bolton
29	Bury
30	Rossendale
31	Rochdale
32	Oldham
33	Tameside
34	High Peak
35	Stockport
36	Manchester
37	Salford
38	Trafford
39	Cheshire East
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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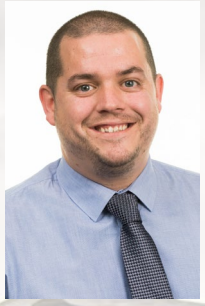
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Gary Pennington
Contract Manager

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

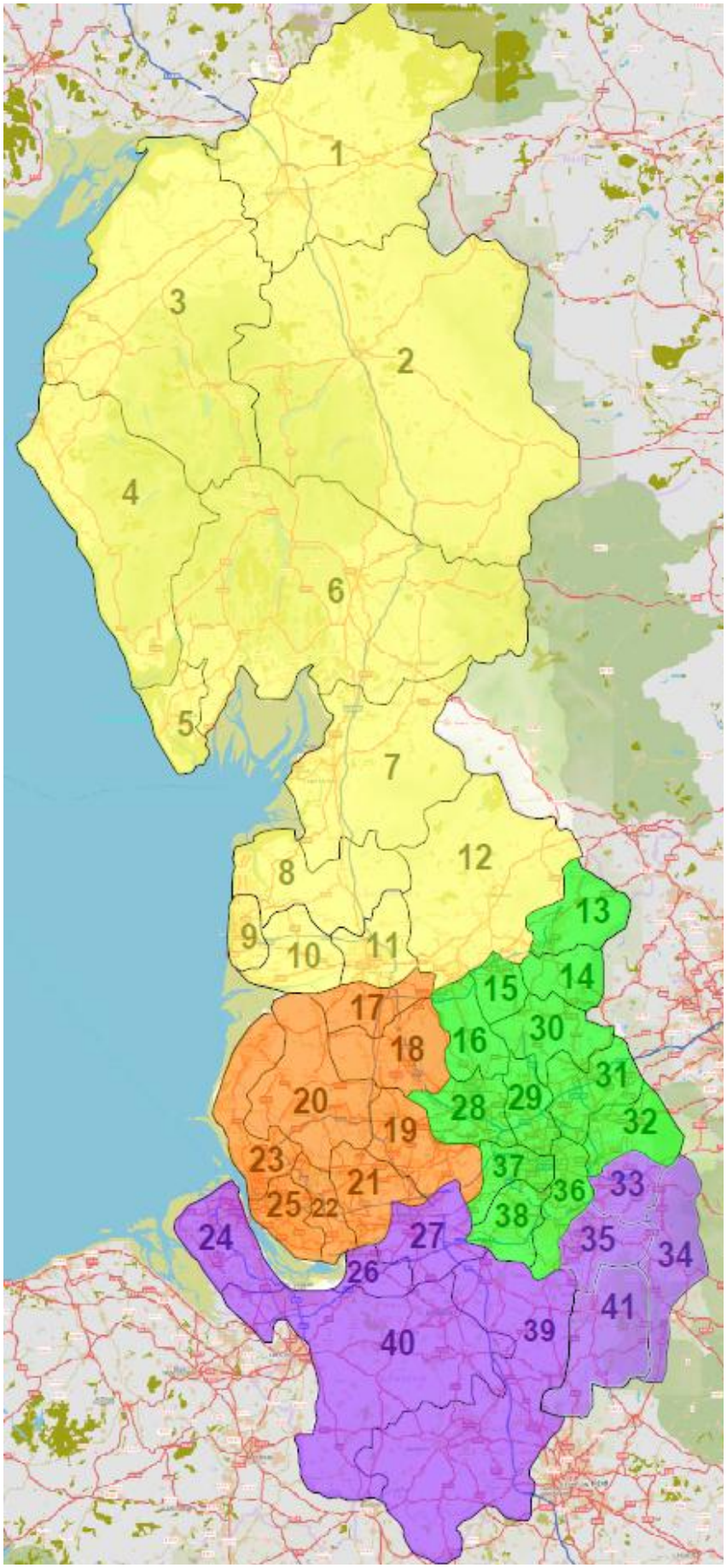
Business Area	Geographical Area	Contact	Tel	E-mail
NAV	Carlise, Eden, Allerdale, Copeland, Barrow-in-Furness, South Lakeland, Lancaster, Ribble Valley, Pendle, Burnley, Hyndburn, Blackburn with Darwen, Wyre, Blackpool, Fylde, Preston,	**Amanda Harding**	07341470163	Amanda.Harding3@uuplc.co.uk
NAV	Bolton, 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

Developer Services – Customer: Market Services

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
2	Eden
3	Allerdale
4	Copeland
5	Barrow-In-Furness
6	South Lakeland
7	Lancaster
8	Wyre
9	Blackpool
10	Fylde
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13	Pendle
14	Burnley
15	Hyndburn
16	Blackburn with Darwen
17	South Ribble
18	Chorley
19	Wigan
20	West Lancashire
21	St Helens

22	Knowsley
23	Sefton
24	Wirral
25	Liverpool
26	Halton
27	Warrington
28	Bolton
29	Bury
30	Rossendale
31	Rochdale
32	Oldham
33	Tameside
34	High Peak
35	Stockport
36	Manchester
37	Salford
38	Trafford
39	Cheshire East
40	Cheshire West and Chester
41	Macclesfield

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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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	Bury, High Peak, Manchester, Oldham, Salford, Trafford	**James Darlington**	07917096253	James.Darlington@uuplc.co.uk
Developer Engineer	Burnley, Craven, Hyndburn, Pendle, Ribble Valley, Rossendale, Wigan, Wyre	**Steve Searle**	07468354040	Stephen.Searle@uuplc.co.uk
Developer Engineer	Blackpool, Lancaster, Lancashire, Preston, South Ribble, Wyre, Yorkshire Dales National Park, Rochdale	**Michael Rimmer**	07341686020	Michael.Rimmer@uuplc.co.uk
Developer Engineer	Blackburn, Bolton, Chorley, Newcastle Under Lyme, North Shropshire, Staffs, Moorland, Stockport, Tameside, West Lancs	**Jordan Houghton**	07500671544	Jordan.Houghton@uuplc.co.uk
Developer Engineer	Chester, Congleton, Crewe & Nantwich, Ellesmere Port & Neston, Macclesfield, Vale Royal, Wirral	**Lauren Campton**	07345753824	Lauren.Campton@uuplc.co.uk
Developer Engineer	Halton, Knowsley, Liverpool, Sefton, St Helens, Warrington	**Casey Dand**	07717891683	Casey.Dand@uuplc.co.uk
Developer Engineer	Allerdale, Barrow, Carlisle, Copeland, Eden, South Lakeland, Cumbria, Lake District National Park	**Eireann Thompson**	07553074138	Eireann.Thompson@uuplc.co.uk

(Table 1 of 2)

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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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
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
Asset Protection	All Areas	**Graham Perry & Aisling Marsland**	07557577548; 07920104932	Graham.Perry@uuplc.co.uk; Aisling.Marsland@uuplc.co.uk

(Table 2 of 2)

Useful Contacts:

Clean Water Field Services



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Field Services & Metering

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Field Services & Metering

United Utilities
Water for the North West

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

VACANCY
*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.*

VACANCY

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



*Oversees construction from work order to completion across SLP, NAV, and Lead 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

Useful Contacts:

Clean Water Field Services



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Field Services & Metering

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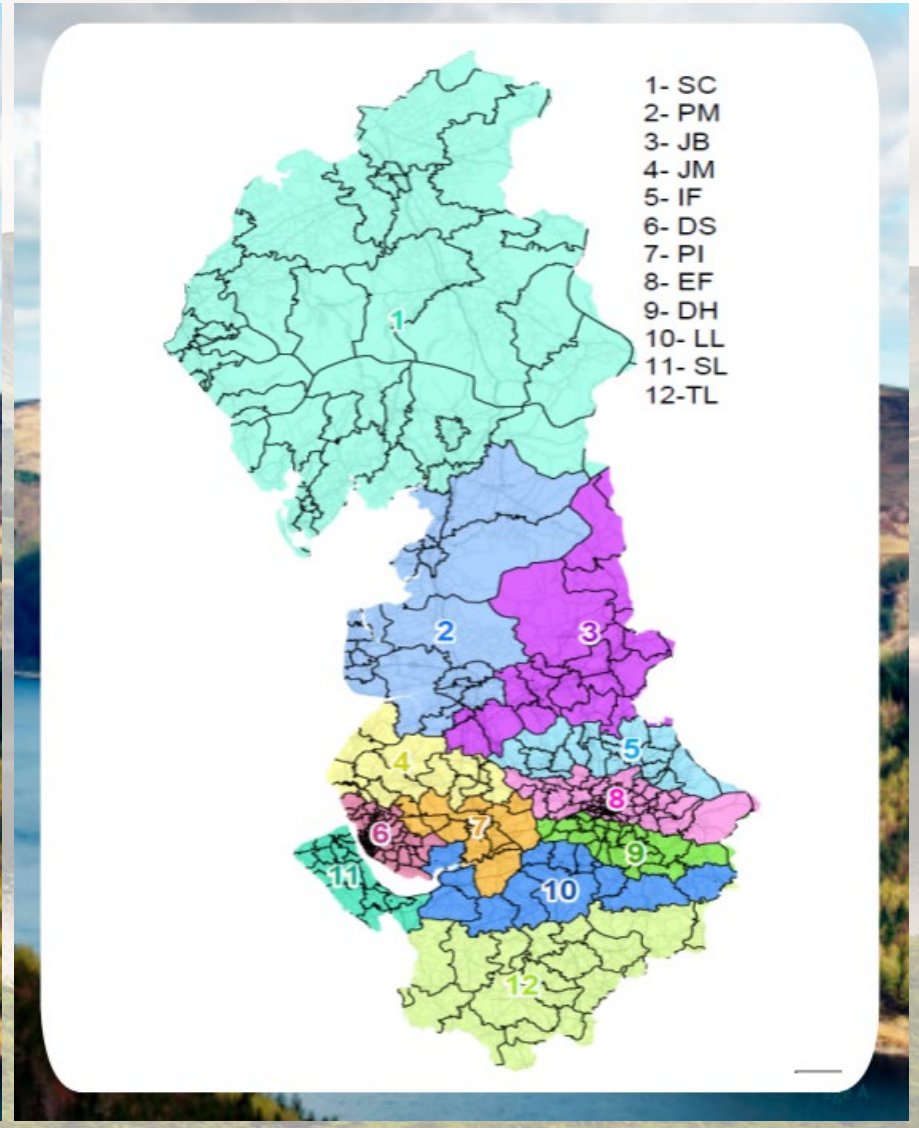
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Field Services & Metering

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



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Useful Contacts:

Clean Water Field Services



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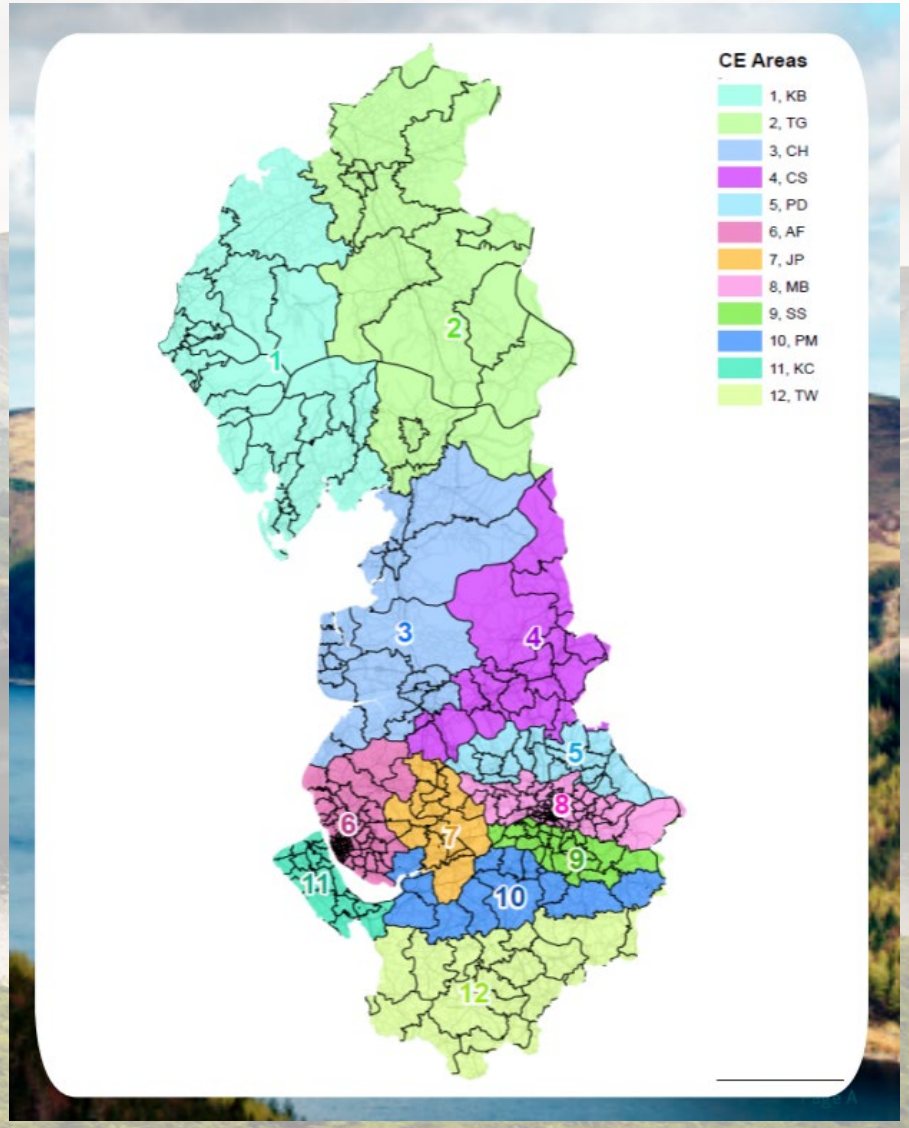
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Field Services & Metering

Construction Engineers (CEs)

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



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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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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. Also taking on DSI duties for Blackpool, Fylde & Wyre	**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, Vale Royal	**Shelley McNamara**	07825358095	Shelley.McNamara@uuplc.co.uk
WW DS Inspector	Congleton, Crewe & Nantwich, Newcastle-Under-Lyme, North Shropshire, Staffs Moorland	**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, Bury, 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