



From the North West, for the North West

# United Utilities' contribution to your Carlisle Constituency

Between 2020 and 2025 we will spend £44.8m improving services in Carlisle



Our investment in running and improving our services in Carlisle will contribute £112m to the economy in your constituency over the next five years.



Some **53 people** who live in Carlisle work for us directly, many of them now recognised as key workers for the essential services they help deliver.



We support a total of **22,500 jobs** throughout the North West through many local companies in our supply chain, some here in Carlisle.



We help people who need it in times of financial crisis, like during the recent COVID outbreak.



We helped **1286 people** in Carlisle access **£520k** in financial support in the past 12 months through our assistance schemes.

## We are Water for the North West

Whether delivering essential water and wastewater services, creating local jobs or helping safeguard the region's uniquely beautiful environment, we touch the lives of every person in Carlisle every day without them even knowing.

We'll be spending £44.8m right here over the next five years running, maintaining and upgrading water and wastewater services locally, including cutting leakage by 15% and improving the resilience of all our networks.

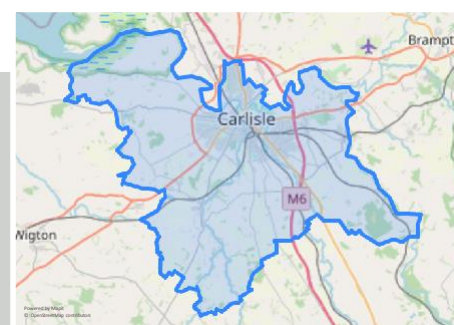
In Carlisle, this includes a major project to target water quality improvements at our wastewater treatment works in Carlisle.

### Environment:

Working with nature

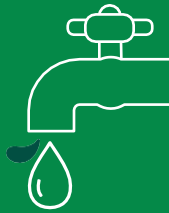


We're transforming the way we work to reduce our impact on the planet and meet the challenges of climate change, such as planting one million trees by 2030. As custodian of some of the North West's best-loved wild places, we've embraced the use of natural processes on our land as an alternative to carbon heavy construction at water works. Now, we're working hand-in-hand with partners to promote a similar approach to **managing storm water**.



# Across the North West, all day, every day

We deliver  
**1.7 billion litres**  
of clean water every day.



We safeguard  
**1,300km** of coastline  
**7,000km** of rivers



We employ around  
**5,000 staff**  
and support another  
**17,500 jobs**  
in our supply chain.



**As the only locally-based FTSE100 company in the North West, we do our utmost to help level up the region to its rightful place as one of the best places to live, visit and invest in the UK.**

In the next five years, we'll invest £5.9bn running, upgrading and future-proofing the region's water infrastructure and services to a blueprint shaped by our customers.

We'll help lift a quarter of a million people out of water poverty, cut leakage and knock a tenth off water bills so that by 2025 average bills will be less, in real terms, than 2010.


And we'll adapt as we go. As COVID-19 shows, customer priorities change, which is why we constantly seek their views through Water Talk, our 7,700-strong customer panel.

## Get in touch


As an MP, your unique insight into local and national issues is hugely valuable and we'd like a working relationship that's as useful to you as it is to us.

Hopefully, this snapshot of how we shape up in your constituency is a good start. We look forward to working with you and your team.

**Gaynor Kenyon**  
Corporate Affairs Director


 [gaynor.kenyon@uuplc.co.uk](mailto:gaynor.kenyon@uuplc.co.uk)

 01925 237 025

 07753 622282

**External affairs team**

 [externalaffairs@uuplc.co.uk](mailto:externalaffairs@uuplc.co.uk)

 Haweswater House  
Lingley Mere Business Park  
Warrington  
WA5 3LP

 **24hr contact 0345 072 0822**

A lot of flooding matters are not the responsibility of United Utilities, so it could save you time if you first called to check rather than writing. We're always available on the number above.