



From the North West, for the North West

# United Utilities' contribution to your Rossendale and Darwen Constituency

Between 2020 and 2025 we will spend £21.7m improving services in Rossendale and Darwen



Our investment in running and improving our services in Rossendale and Darwen will contribute £33m to the economy in your constituency over the next five years.



Some **45 people** who live in Rossendale and Darwen 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 Rossendale and Darwen.



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



We helped **865 people** in Rossendale access **£340k** 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 Rossendale and Darwen every day without them even knowing.

We'll be spending £21.7m 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 Rossendale and Darwen this includes to improve water quality at Rossendale wastewater treatment works. We are making plans for improvements to our water treatment works at Wayoh and our reservoir at Entwistle.

### Affordability and vulnerability:

#### The Hardship Hub



Customers struggling to pay their bills are getting support from our extensive range of assistance schemes. We've hosted three regional affordability summits for like-minded organisations and helped launch the **North West Hardship Hub**, a data-sharing portal for use by the region's money advice community. The hub brings together in one place details of support schemes from across different sectors to reduce delays in providing support.



# Across the North West, all day, every day

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



Many pensioners across  
the North West and  
beyond rely on the stable  
returns we deliver.



We support more than  
**100,000 customers**  
through a portfolio of  
schemes aimed at tackling  
affordability and vulnerability.



**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


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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.