

Environmental Policy

UNITED UTILITIES POLICY STATEMENT | APRIL 2026

Our purpose is to provide great water for a stronger, greener and healthier North West.

Water and the natural environment sit at the heart of everything we do. As custodians of water and wastewater services for millions of people, we recognise that the health of our rivers, catchments and landscapes is inseparable from the wellbeing of the communities we serve. This Environmental Policy sets out our commitment to protect and enhance the environment, and to act with integrity, transparency and leadership as we deliver resilient, sustainable services for today and for future generations.

We will:

- 1. Protect and improve the health of rivers and coastal waters**
by reducing spills and minimising pollution through delivery of our pollution reduction plan, improving wastewater performance, and delivering our Better Rivers pledges.
- 2. Manage water resources sustainably**
by reducing leakage, promoting water efficiency, and securing resilient supplies that protect the environment.
- 3. Support nature recovery and biodiversity**
by embedding natural capital in our decision-making, enhancing our land and assets for wildlife, and investing in healthier ecosystems across water, land and air.
- 4. Tackle climate change and build resilience**
by reducing our greenhouse gas emissions, delivering our science-based net zero transition plan, and preparing our services and communities for climate impacts.
- 5. Use resources responsibly**
by reducing waste, improving energy efficiency, increasing renewable energy generation, and supporting a circular economy.
- 6. Work in partnership to deliver wider environmental benefits**
by collaborating with customers, communities, regulators, suppliers and partners to achieve shared outcomes across the water cycle.

We will deliver this by:

- Striving to meet all relevant environmental laws, regulations, guidance and codes of practice.
- Managing, maintaining and investing in our assets to high environmental standards, using catchment-based and nature-based solutions wherever appropriate.
- Operating a robust Environmental Management System to drive continual improvement in performance.
- Monitoring, assessing and reporting clearly and transparently on our environmental risks, impacts and progress against ambitious targets, and welcoming scrutiny and challenge from regulators and stakeholders.
- Championing water efficiency and responsible behaviours with our colleagues, customers and supply chain, and working with our partners to enhance the environment beyond our own operations.
- Driving innovation through research, new technologies and best practice across the water industry.
- Ensuring strong governance and oversight through our Board and executive-level environmental leadership.
- Communicating this policy openly and reviewing it regularly to ensure it remains effective and relevant.



Louise Beardmore
Chief Executive