

A warm welcome: meet the United Utilities team



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Our plan for Greater Manchester

Introducing United Utilities

Providing our services

- **7 million** customers and over **200,000** businesses
- **86** water treatment works
- **43,000** km of water pipes
- **79,000** km of wastewater pipes
- **584** wastewater treatment works
- Supporting **over 22,500** skilled jobs across the region

Focus on the North West's five counties

Building our plan for Cheshire, Cumbria, Greater Manchester, Lancashire and Liverpool City Region, delivering outcomes for people in the places where they live.



Who owns us and what is their role?

- Listed company, owned by thousands of shareholders
- Investors include pension funds, individual shareholders and employees
- Provide funds so we can invest to improve services for customers and the environment
- Since privatisation, this model has supported over £20bn of investment in services to customers and the environment
- In the 2020–25 period shareholders are funding £140m of affordability schemes

Introducing United Utilities



How we are currently performing

- Best ever performance on customer service scores
- Delivered 83% of our commitments in 2022/23
- Best ever performance on reducing leakage
- Industry-leading 4 star rating in Environment Agency's assessment
- 39% reduction in number of storm overflow operations since 2020
- We had no serious pollution incidents last year
- Helped over 330,000 customers with affordability support since 2020
- £280m package of affordability support with half funded by shareholders

Building a plan for the North West

**7.3 million people and
200,000 businesses**

**Industrial heritage and Victorian
infrastructure**

Rainy, hilly region so water
stored mainly in **reservoirs**

12% of households affected by
water poverty

29 bathing waters

34% of land in the region has
environmental protection

Annual water runoff **28%**
more than rest of country

54% of sewer system is
combined, with **2,200 storm
overflows**



Challenges facing our region

**A growing
population**

**1 million more people over
the next 25 years**

**Climate
change**

More severe rainfall events

**Diverse
communities**

**Differing levels of prosperity
across the region's
communities**

**Growing
expectations**

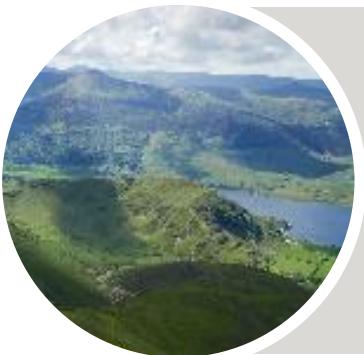
**Environmental requirements
driving unprecedented
levels of investment over
next 30 years**

Understanding what's important for Greater Manchester

Diverse population of **2.8 million people** and over **120,000 businesses**



Affordability: we support **113,800** customers through **help to pay schemes** and **96,700** people with additional needs through **Priority Services**



Most of the area's drinking water is **transported by gravity** from the Lake District, a feat of Victorian engineering



Greater Manchester is a **trailblazer for devolution**



Growth: though partnerships, we will provide the critical **water infrastructure to support growth** and develop the green economy



Innovation: proud heritage of innovation and we need to harness this to meet future challenges

This is what you told us is important

We've been listening and discussing what you tell us are your priorities now and for the future

70,000
household
customers

2,000
non-household
customers

95
research
projects since
2020

These are the areas you've said matter most and we should be addressing



Great quality water every time you turn on the tap



A step change in the outcomes we deliver for the environment, in particular storm overflows



Reduce the amount of leakage



Support vulnerable customers



Ensure the North West is a great place to live and work



Spend money wisely and efficiently

Between 2025–30 we propose to invest more than £13 billion

This proposed investment would improve services and the environment in ways that matter most to you:

Less water quality issues

>50% improvement*

Less leakage

>20% improvement*

Less service interruptions

>40% improvement*

Less pollution

>30% improvement*

Less internal sewer flooding

>30% improvement*

Reduced impact storm overflows

c.60% improvement*

*% performance improvement from 2021/22 to 2030; for storm overflows it is a 2020 baseline

We propose to do more in other areas you said also mattered:

Smart meters to help reduce usage and lower bills



670,000 new smart meters

Reduce the chances of a hosepipe ban



Halve the chance of hosepipe ban or other water restrictions in dry weather

Carbon reduction to improve the environment



40% reduction in emissions

More affordability support



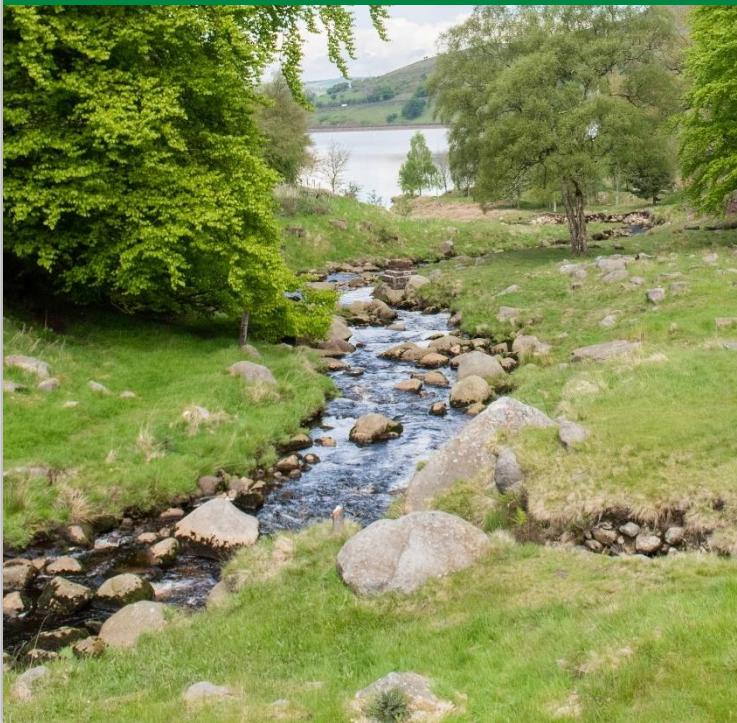
£500m for support with bills – more than any other water company

Water makes the North West...

Stronger



Greener



Healthier



Our proposed plan for making Greater Manchester stronger

We deliver an essential service, help customers in vulnerable situations, invest in local communities, and support jobs and the economy, giving the North West resilience in a changing world.



Developing the first city region water plan to reduce the risk of flooding and enable economic growth

Spending £146m to manage surface water and reduce flooding risk

Investing £200m to rebuild Salford WwTW to meet demand in GM's fastest growing area

Delivering £2m of new infrastructure critical for the Northern Gateway

Helping homes and businesses save 9 million litres of water and money too

Helping more people to pay their bills through an 80% increase in support

Future investment will unlock more high quality jobs

Our proposed plan for making Greater Manchester greener

We protect and enhance urban and rural environments, and adapt to the challenges of climate change, allowing people, wildlife and nature to thrive, making the North West a better place to live now and for the future.



Investing £2.5bn to improve 104 storm overflows and protect over 96km of the Upper Mersey and Irwell rivers, improving water quality

Spending £146m on sustainable rainwater management solutions such as in parks in Bolton and neighbourhoods in Salford

Stockport Water Management partnership to reduce surface water runoff

Reducing litter on river banks at 40 sites

Enhancing 6,000 hectares of land to improve biodiversity and working with the National Trust at 4 sites across GM

Delivering our first cutting-edge, low-carbon energy hub at Davyhulme

Our proposed plan for making Greater Manchester healthier

We provide great quality water that people love to drink, safely remove and recycle used water, whilst taking care of beautiful landscapes in the North West every day.



£1.75bn refurbishment of Haweswater Aqueduct to ensure reliable, great quality water to 2.8m people

Improving water supplies from the Peak District by replacing water mains serving Wybersley, and increasing supplies from groundwater sources

Managing 10 sites across GM to ensure they are freely accessible in some of our most beautiful countryside

And planning for the longer term – by 2050

Ensuring we've got the right infrastructure for a growing population and that our water and wastewater services are resilient to the impacts of climate change are key to our long-term strategy over the next 25 years

Managing increased water demand in the North West

Reduce leakage by 50%

Water usage down to 110 litres, per person/day

Substantially reducing the impact of storm overflows

Reduce harm to biodiversity from storm overflows by 2050

Reduce storm overflow operation – no more than average of 10 per overflow

Improving river water quality

Enhanced treatment of sewage to reduce harmful impacts on rivers by 80% by 2037

Achieving net zero greenhouse gas emissions

Net zero greenhouse gas emissions by 2050

What these proposals would cost – impact on your bill

Our proposed plan will mean the average cost to you would be around £1.40 per day by 2030

Estimated bill size to deliver the improvements

Average annual bill today:

£417

Average annual bill by 2030:

£512

Before inflation

Approx. £20 bill increase each year
(before inflation)



or £1.67 per month

Water bill as percentage of utilities budget in 2030 likely to be similar to 2020 (13%)

Supporting customers

330,000 customers supported since 2020 with affordability help

Propose to increase affordability support to £500m

- Help 600,000 customers
- 80% increase compared with support between 2020 and 2025
- Significant element to be funded by shareholders



We have plans for each of the North West's five counties,
making Cheshire, Cumbria, Greater Manchester,
Lancashire and Liverpool City Region
stronger, greener and healthier.