Full year results Year ended 31 March 2020

United Utilities Group PLC



2019/20 full year results

Sir David Higgins

Chairman



2019/20 full year results

Steve Mogford

Chief Executive



COVID-19

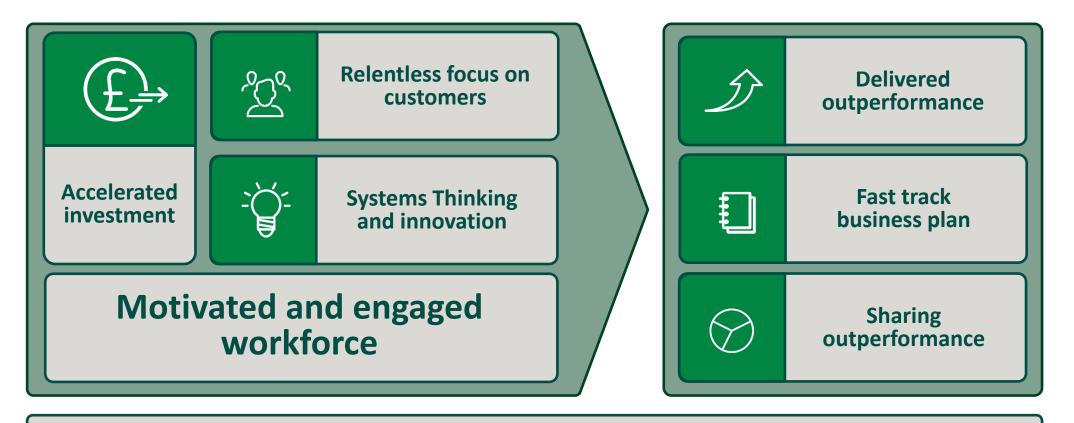
Great service in challenging times



- Around 60% of workforce working from home
- Increasing the number of customers eligible for social tariff support
- **£3.5m** available immediately for those most in need
- **O** Accelerating payments to suppliers
- O Limited exposure to business retail failure

Exceeded our targets in AMP6

Executed and delivered our strategy



To provide great water and more for the North West

CICM

CICM

in Partnership with

BRITISH CREDIT AWARDS 2020

WINNEF

Delivering for customers and the community

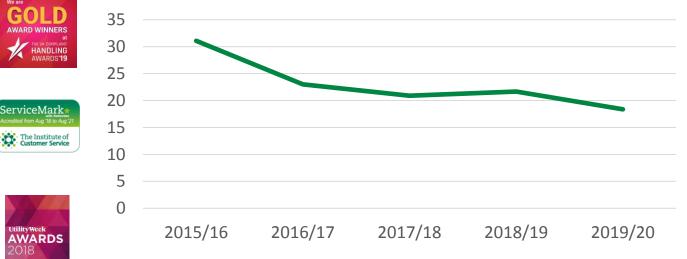
Upper quartile for AMP6, achieving SIM outperformance

- 25 awards across customer service, collections and debt management
- **3** accreditations
- Strong C-MeX performance
 - O 3rd WASC overall **O** 1st on Q3 and Q4 contactor survey
 - AMP7 incentive range of +/-£66m





Complaints per 10,000 connected properties



Delivering for customers and the community

o **£71m**

£71m voluntary funding in AMP7 to provide financial assistance to customers that need it

o **120,000**

Receiving help from the sector's most comprehensive range of affordability schemes

o **100,000**

Registered for Priority Services

• Industry firsts

Payment breaks Hardship Hubs Data share with other industries



A contribution of over £35m to our local communities during AMP6¹



Motivated and engaged workforce

BRITAIN'S HEALTHIEST WORKPLACE

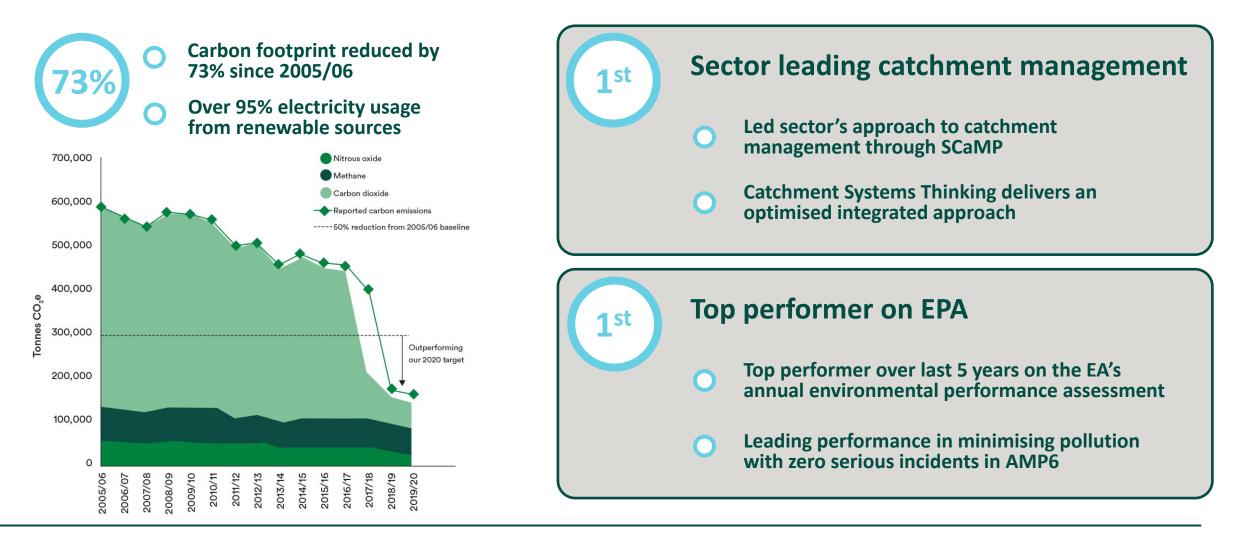




glassdoor 2020 BEST PLACES 10 WORK

¹ Including contributions to the UU Trust Fund

Delivering for the environment



Delivering on governance



Award winning annual report and strong performance on investor indices



Dow Jones Sustainability Indices







Strong track record

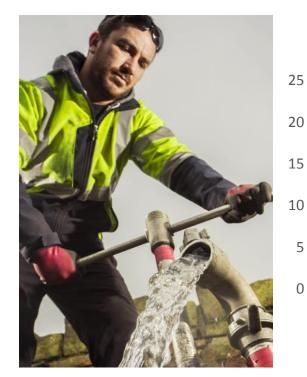
O Quality and transparency of reporting

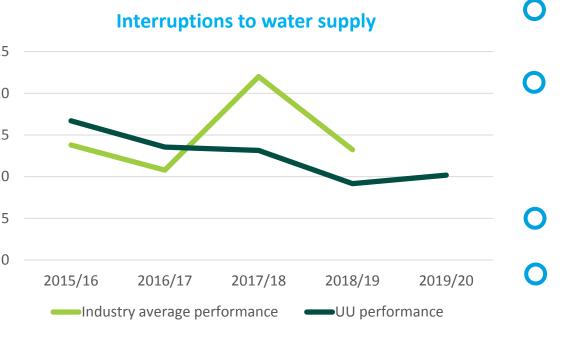
Financial resilience

- **O** Prudent financial risk management
- A3 credit rating with Moody's
- **O** Pension fund already achieved low dependency
- **O** Fair Tax Mark

Operational transformation: Water

Leading performance on Water





39% reduction in supply interruptions since start of AMP6

Focus on 3Rs: Response Restoration Repair

ICC support

Growing fleet of ASVs

69% 69% reduction in significant water quality events (Cat 3) or greater



£180m resilience investment in AMP6



West Cumbria project delivered early providing environmental benefit

Operational transformation: Wastewater

Leading performance on Wastewater



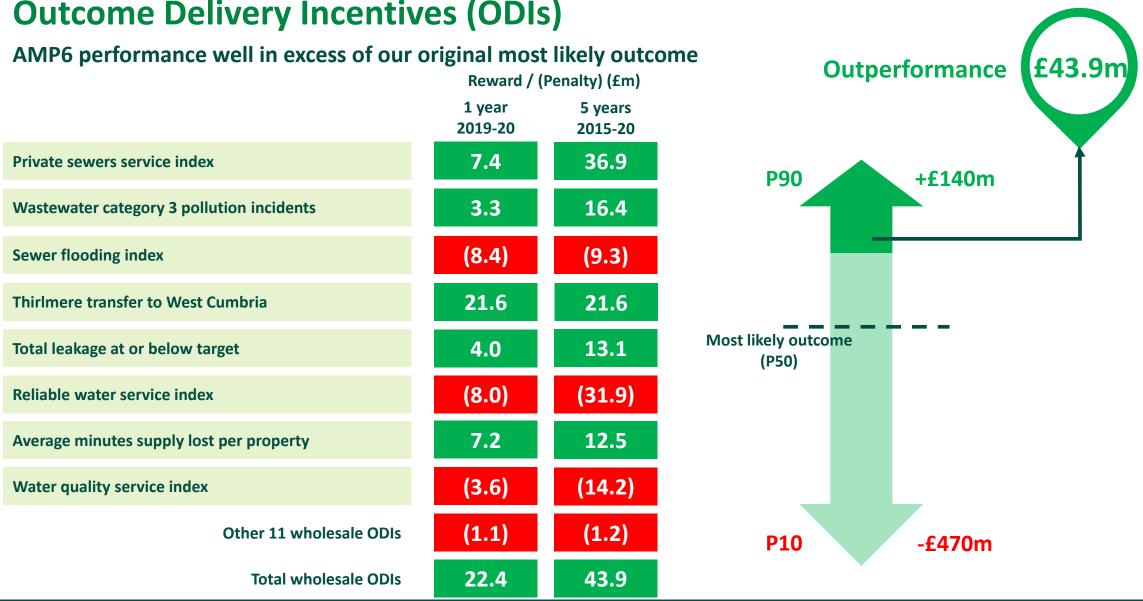
	Environmental Performance Assessment Performance Rating				
	2014	2015	2016	2017	2018
Anglian	3	3	3	3	3
Northumbrian Water	3	3	2	2	4
Severn Trent Water	3	4	3	4	3
Southern Water	2	3	3	3	2
South West Water	2	1	2	2	2
Thames Water	3	3	2	3	3
United Utilities	3	4	4	4	3
Wessex Water	3	4	4	4	3
Yorkshire Water	4	3	3	3	2

Top performer on EPA over the last 5 years

1st



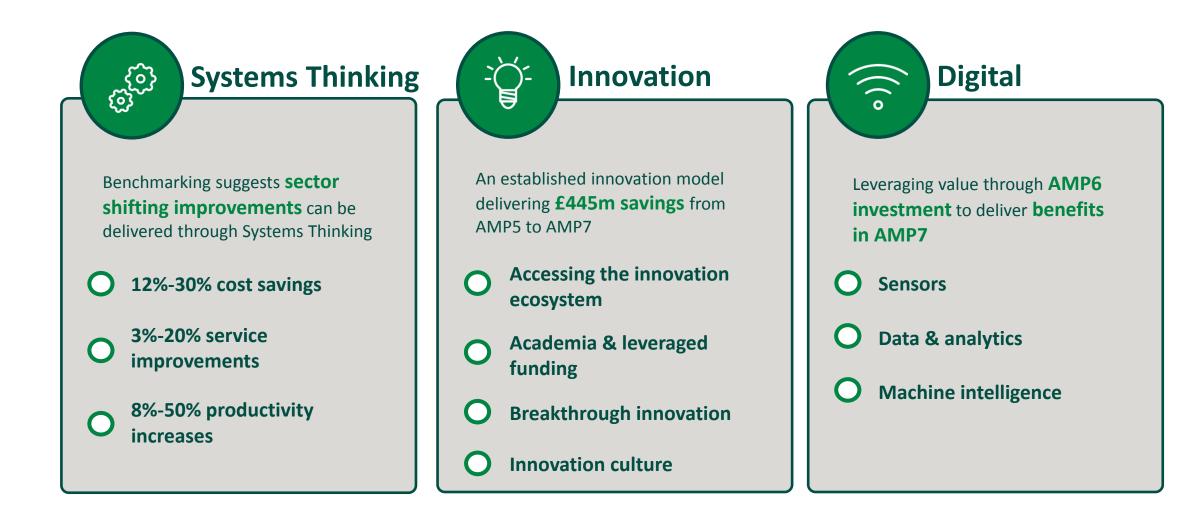
95% reduction in internal sewer flooding (hydraulic)



Outcome Delivery Incentives (ODIs)

Systems Thinking is a competitive advantage

Approach to Systems Thinking, innovation and digital delivers best performance



Breakthrough innovation to tackle leakage

Mobile sensors supplementing other innovations



Maturity level 4 Machine-led system analytics and system management



- O Three mobile sensors
- O Reading taken every millisecond
- **O** Artificial intelligence pinpoints leaks
- O Confirms leak likelihood and severity
- **O** Low cost, real time results

Supplements existing activities



Customer leak finder app



Sniffer dogs



Satellites



Acoustic leak sensors

Leakage AMP7 incentive range -£14m to + £15m



Russ Houlden

Chief Financial Officer



Underlying income statement

Year ended 31 March	2020	2019	Movement
£m	2020	2019	wovement
Revenue	1,859.3	1,818.5	40.8
Operating expenses	(571.9)	(575.9)	
Infrastructure renewals expenditure	(143.0)	(164.6)	
EBITDA	1,144.4	1,078.0	
Depreciation and amortisation	(400.5)	(393.2)	
Operating profit	743.9	684.8	59.1
Net finance expense	(245.8)	(231.2)	
Share of (losses)/profits of joint ventures	(6.1)	6.7	
Profit before tax	492.0	460.3	31.7
Tax ¹	(62.4)	(52.4)	
Profit after tax ¹	429.6	407.9	21.7
Earnings per share (pence) ¹	63.0	59.8	
Total dividend per ordinary share (pence)	42.60	41.28	

¹ Underlying tax excludes the impact of deferred tax with prior year numbers restated for comparative purposes

COVID-19 impacts

Revenue reduced and costs increased in 2019/20

Description	Income statement line	Impact on profit	Adjusted item
Revenue	Revenue	↓ £5m	×
Incremental operating costs	Operating costs	↓ £1m	\checkmark
Incremental C-19 HH bad debt (ECL)	Bad debts	↓ £17m	\checkmark
Incremental C-19 NHH bad debt (ECL)	Bad debts	↓ £1m	\checkmark
Share of Water Plus losses	Share of profits/(losses) of JVs	↓ £32m	\checkmark
Loss on loans to Water Plus (ECL)	Financing expense	↓ £5m	\checkmark

Adjusted items

Year ended 31 March	2020	2010
£m	2020	2019
Reported profit after tax	106.8	363.4
Adjustments not expected to recur:		
Dry weather event	-	36.1
GMP equalisation	-	6.6
Bioresources asset write down	82.6	-
COVID-19	56.2	-
Consistently applied presentational adjustments:		
Restructuring costs	11.8	7.2
Net fair value (gains) / losses on debt and derivative instruments	76.3	(9.5)
Interest on derivatives and debt under fair value option	16.5	30.6
Net pension interest income	(14.0)	(9.5)
Capitalised borrowing costs	(40.6)	(37.4)
Deferred tax adjustment	157.5	34.0
Agreement of prior years' tax matters	(12.2)	(2.8)
Tax in respect of adjustments to underlying profit before tax	(11.3)	(10.8)
Underlying profit after tax ¹	429.6	407.9

¹ Underlying tax excludes the impact of deferred tax with prior year numbers restated for comparative purposes

Underlying operating costs

Year ended 31 March £m	2020	2019	Movement
Revenue	1,859.3	1,818.5	40.8
Employee costs	(149.6)	(154.4)	4.8
Hired and contracted services	(96.5)	(96.2)	(0.3)
Power	(78.9)	(70.0)	<mark>(8.9)</mark>
Property rates	(75.9)	(94.7)	<mark>18.8</mark>
Materials	(73.9)	(72.9)	(1.0)
Regulatory fees	(28.3)	(32.5)	4.2
Bad debts	(23.7)	(26.5)	2.8
Cost of properties disposed	(0.4)	(4.7)	4.3
Settlement of commercial claims	-	9.9	<mark>(9.9)</mark>
Other expenses	(44.7)	(33.9)	(10.8)
	(571.9)	(575.9)	4.0
Infrastructure renewals expenditure (IRE)	(143.0)	(164.6)	<mark>21.6</mark>
Depreciation and amortisation	(400.5)	(393.2)	(7.3)
Total underlying operating expenses	(1,115.4)	(1,133.7)	<mark>18.3</mark>
Underlying operating profit	743.9	684.8	

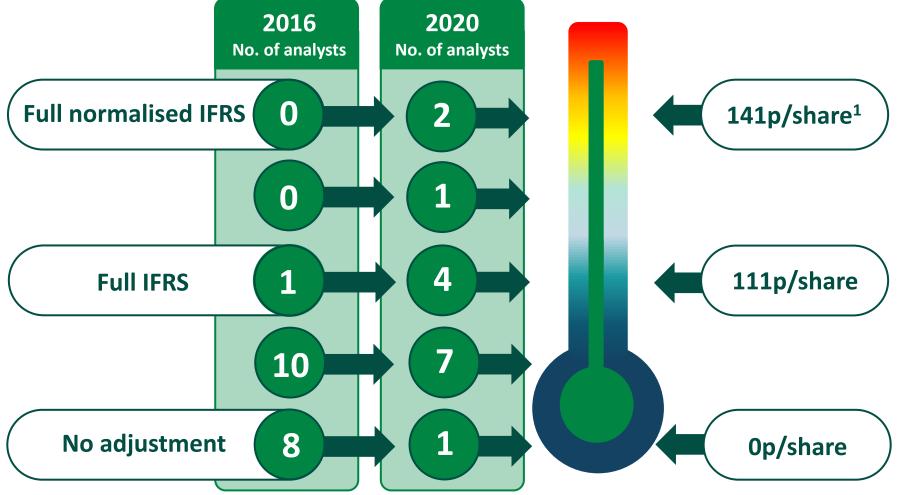
Statement of financial position

At 31 March £m	2020	2019	Movement
Property, plant and equipment	11,510.9	11,153.4	<mark>357.5</mark>
Retirement benefit surplus	754.1	483.9	<mark>270.2</mark>
Other non-current assets	332.9	441.3	(108.4)
Cash	528.1	339.3	<mark>188.8</mark>
Other current assets	300.2	280.8	19.4
Total derivative assets	617.9	489.1	<mark>128.8</mark>
Total assets	14,044.1	13,187.8	856.3
Gross borrowings	(8,363.1)	(7,815.8)	<mark>(547.3)</mark>
Other non-current liabilities	(2,223.8)	(1,843.3)	<mark>(380.5)</mark>
Other current liabilities	(350.8)	(338.0)	(12.8)
Total derivative liabilities	(144.3)	(79.9)	<mark>(64.4)</mark>
Total liabilities	(11,082.0)	(10,077.0)	(1,005.0)
TOTAL NET ASSETS	2,962.1	3,110.8	(148.7)
Share capital	499.8	499.8	-
Share premium	2.9	2.9	-
Retained earnings	2,122.7	2,269.8	<mark>(147.1)</mark>
Other reserves	336.7	338.3	(1.6)
SHAREHOLDERS' EQUITY	2,962.1	3,110.8	(148.7)
NET DEBT ¹	(7,361.4)	(7,067.3)	<mark>(294.1)</mark>

¹ Net debt includes cash, borrowings and derivatives

The pensions valuation gap

Company pension position is a significant component of economic value



¹ Based on normalisation as at 31 March 2019 being the most recent publicly available information

Defined Benefit Funding Consultation – 3 March 2020





Long term objective (LTO)

Low dependency by time scheme is significantly mature Fast Track G+25/50, duration 12-14yrs

Journey plan

Linkage from LTO to TPs Stepping stones

Technical provision (TP)

Basis of funding Maturity and covenant linked matrix of acceptability for Fast Track Covenant

Stronger covenants can take more risk but trustees required reduce reliance over time Fast track limited to 3 to 5 years

Recovery plans & dividends

As short as affordability allows Equitability of deficit recovery contributions opposite dividends & management bonuses

Contingent assets

Not allowed for Fast Track

Investment strategy

Consideration of investment risk including liquidity and hedging

Stressed schemes

Very long recovery periods or unsupported investment risk will not qualify for Fast Track

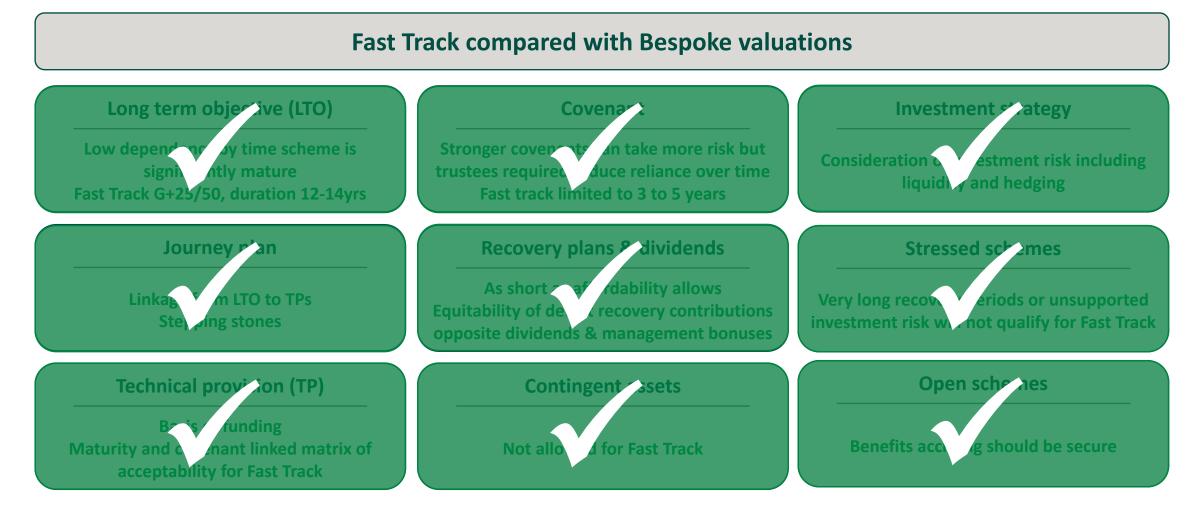
Open schemes

Benefits accruing should be secure

https://www.thepensionsregulator.gov.uk/en/document-library/consultations/defined-benefit-funding-code-of-practice-consultation

Defined Benefit Funding Consultation – 3 March 2020

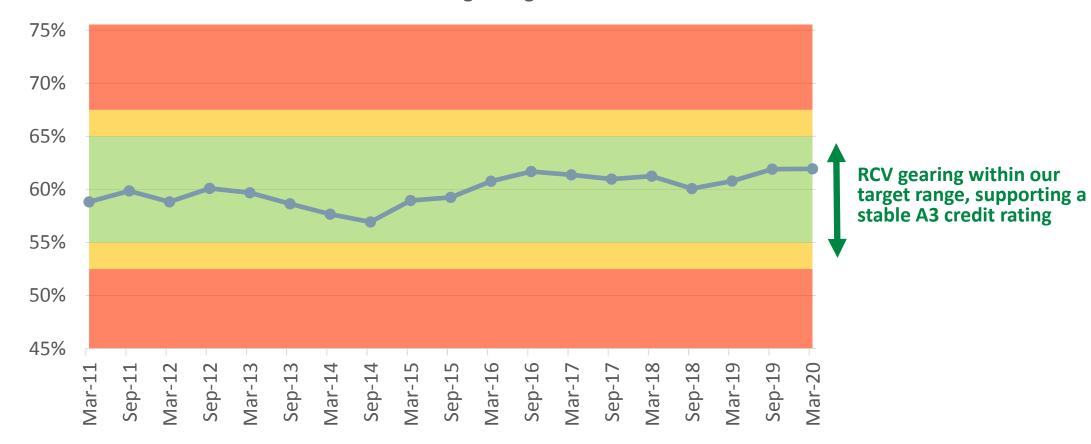




https://www.thepensionsregulator.gov.uk/en/document-library/consultations/defined-benefit-funding-code-of-practice-consultation

RCV gearing

RCV gearing supports robust capital structure



RCV gearing

Cash flow statement

Year ended 31 March	2020	2010
£m	2020	2019
Net cash generated from operating activities	810.3	832.3
Net cash used in investing activities	(593.9)	(627.7)
Net cash used in financing activities	(27.8)	(377.4)
Net movement in cash	188.6	(172.8)

Financing

Prefunding our AMP7 requirement

Index-linked	Nominal	Committed bank facilities
CPI-linkage increased to £515m through £50m tap of 2033 public bond and swapped to CPI	£250m public bond issue with 18-year maturity	£50m committed bank facilities renewed for 5-year term £100m committed bank facility extended to 2026

Cost of debt and hedging

Prudent financial risk management

	Infla	tion	Interest rate
Hedging policy	c50% of net debt to be maintained in index-linked form		Maintain a fixed rate, 10 year reducing balance on nominal debt
Debt portfolio	c£3.5bn of RPI- linked debt at an average rate of 1.4% real	c£0.5bn of CPI- linked debt at an average rate of 0.2% real	c£3.1bn of fixed rate nominal debt at an average rate of 2.9% nominal ¹

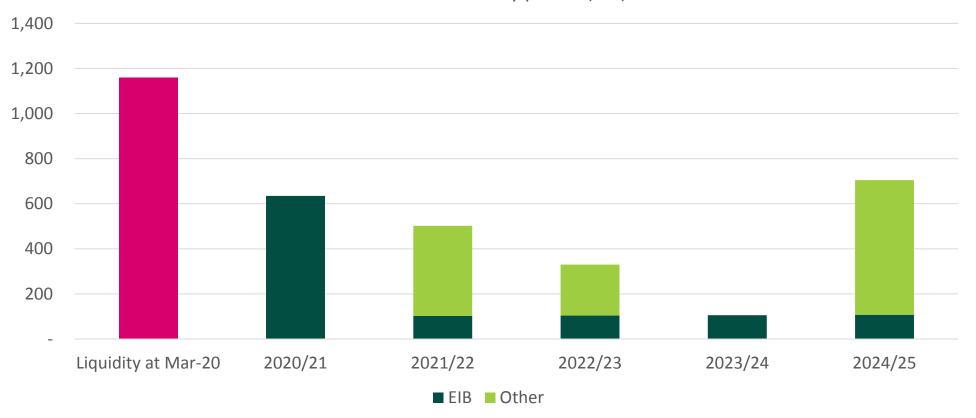
¹ Excluding the impact of cost of carry

Net debt as at 31 March 2020 is £7,361m and includes fair value that is not included in the above figures. A reconciliation of net debt can be found on slide 49.

AMP7 real cost of debt allowance = 1.15% (RPI-stripped), and 2.14% (CPIH-stripped)

Debt maturity profile

Funding target of between £500m and £800m in 2020/21



AMP7 debt maturity profile (£m)

Future repayments of RPI linked debt include inflation based on an average annual RPI rate of 3%.

Financial summary

Strong track record, well positioned for the future



Good set of results, maintaining tight cost control



Pensions a significant driver of relative value







Delivered significant financing outperformance and well positioned for the future



Z



2019/20 full year results

Steve Mogford

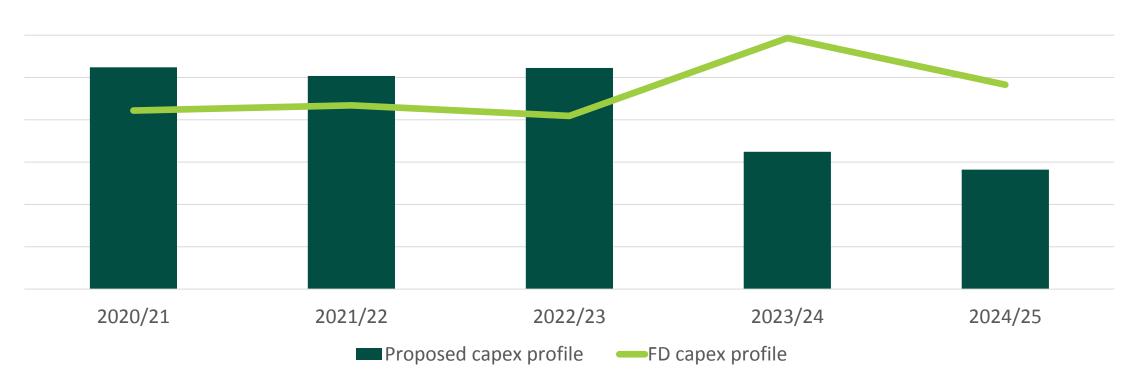
Chief Executive



Planned acceleration of AMP7 capex

Adopting AMP6 approach to deliver improvements early again

Net regulatory capex



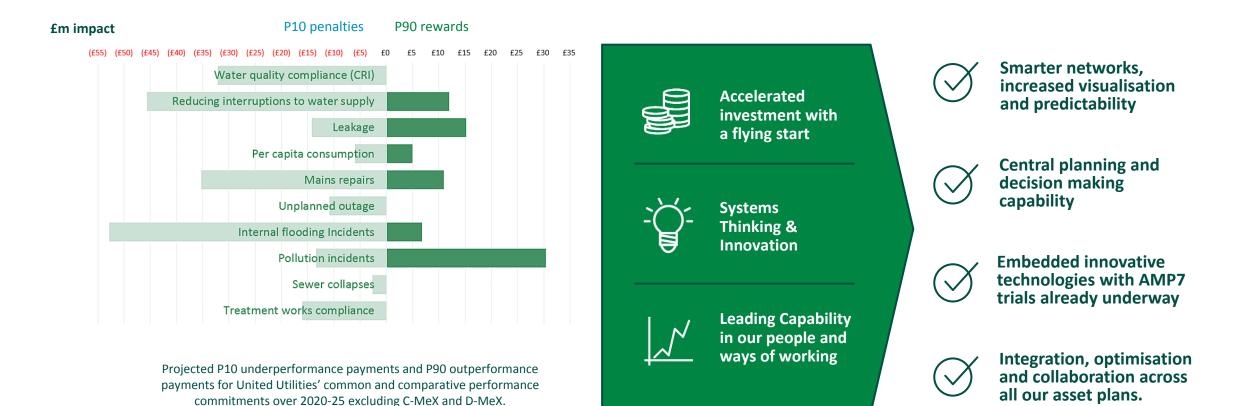
AMP7 net regulatory capex excludes IRE

The AMP7 net regulatory capex profile shown on the chart does not constitute a forecast and is subject to change

Robust plans across common AMP7 ODIs

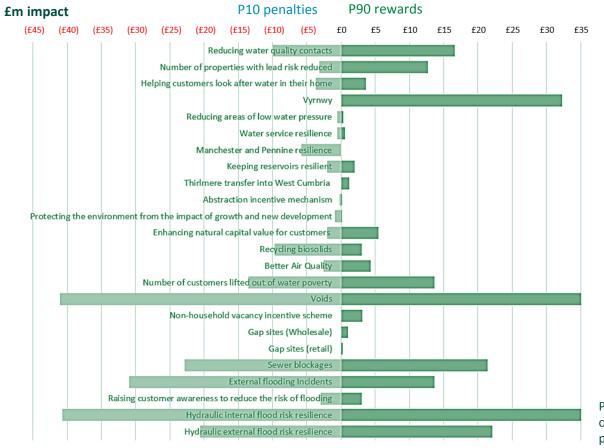
Source: Ofwat Final Determination, December 2019

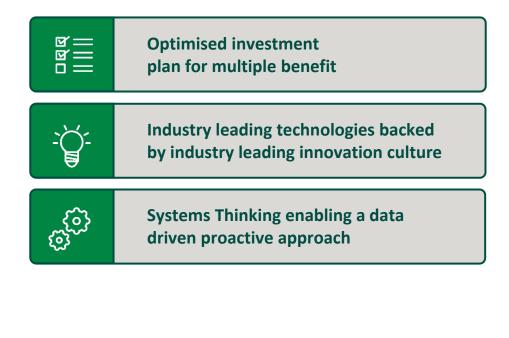
£100m flying start investment targeting improved performance in key areas



Opportunities across bespoke AMP7 ODIs

Opportunities to unlock outperformance across bespoke ODI measures





Projected P10 underperformance payments and P90 outperformance payments for United Utilities' bespoke performance commitments over 2020-25 Source: Ofwat Final Determination, December 2019

Summary

AMP6 strategy has delivered, confident heading into AMP7



Systems Thinking is a competitive differentiator

2019/20 full year results

Any questions?



Cautionary statement

This presentation contains certain forward-looking statements with respect to the operations, performance and financial condition of the group. By their nature, these statements involve uncertainty since future events and circumstances can cause results and developments to differ materially from those anticipated. The forward-looking statements reflect knowledge and information available at the date of preparation of this presentation and the company undertakes no obligation to update these forward-looking statements. Nothing in this presentation should be construed as a profit forecast.

Certain regulatory performance data contained in this presentation is subject to regulatory audit.

This announcement contains inside information, disclosed in accordance with the Market Abuse Regulation which came into effect on 3 July 2016 and for UK Regulatory purposes the person responsible for making the announcement is Simon Gardiner, Company Secretary.

Supporting information

- 1. Revenue analysis
- 2. Profit before tax reconciliation
- 3. Profit after tax reconciliation
- 4. UUW underlying operating profit reconciliation
- 5. Finance expense
- 6. Finance expense: index-linked debt
- 7. Derivative analysis
- 8. IFRS pension surplus (normalised)
- 9. Net regulatory capital spend profile
- **10. Impact of IFRS16**
- **11. RCV**
- 12. Movement in net debt
- 13. Financing and liquidity
- **14. Term debt maturity profile**
- **15. Debt structure**
- **16. EIB funding maturity profile**

Revenue analysis

Year ended 31 March	2020	2019
£m	2020	2019
Wholesale water charges	784.8	767.4
Wholesale wastewater charges	939.5	905.8
Household retail charges	83.8	86.7
Other	51.2	58.6
Revenue	1,859.3	1,818.5

Profit before tax reconciliation

Year ended 31 March		
£m	2020	2019
Operating profit	630.3	634.9
Investment income and finance expense	(289.0)	(205.4)
Share of (losses)/profits of joint ventures	(38.1)	6.7
Reported profit before tax	303.2	436.2
<u>Adjustments:</u>		
Dry weather event	-	36.1
GMP equalisation	-	6.6
Bioresources asset write down	82.6	-
COVID-19	56.2	-
Restructuring costs	11.8	7.2
Net fair value losses / (gains) on debt and derivative instruments	76.3	(9.5)
Interest on derivatives and debt under fair value option	16.5	30.6
Net pension interest income	(14.0)	(9.5)
Capitalised borrowing costs	(40.6)	(37.4)
Underlying profit before tax	492.0	460.3

Profit after tax reconciliation

Year ended 31 March	2020	2010
£m	2020	2019
Reported profit after tax	106.8	363.4
<u>Adjustments:</u>		
Dry weather event	-	36.1
GMP equalisation	-	6.6
Bioresources asset write down	82.6	-
COVID-19	56.2	-
Restructuring costs	11.8	7.2
Net fair value losses / (gains) on debt and derivative instruments	76.3	(9.5)
Interest on derivatives and debt under fair value option	16.5	30.6
Net pension interest income	(14.0)	(9.5)
Capitalised borrowing costs	(40.6)	(37.4)
Deferred tax adjustment	157.5	34.0
Agreement of prior years' tax matters	(12.2)	(2.8)
Tax in respect of adjustments to underlying profit before tax	(11.3)	(10.8)
Underlying profit after tax ¹	429.6	407.9
Basic earnings per share (pence)	15.7	53.3
Underlying earnings per share ¹ (pence)	63.0	59.8
¹ Underlying tax excludes the impact of deferred tax with prior year numbers restated for comparative purposes		

UUW underlying operating profit reconciliation

Year ended 31 March	2020	2010
£m	2020	2019
Group underlying operating profit	743.9	684.8
Underlying operating profit not relating to UUW	(3.5)	(11.3)
UUW statutory underlying operating profit (unaudited)	740.4	673.5
Revenue recognition	(5.0)	0.7
Capitalised borrowing costs	5.6	5.3
Reclassification of regulatory other income (not included in UUW operating profit)	(20.2)	(18.5)
Other differences (including non-appointed business)	(2.2)	(1.8)
UUW regulatory underlying operating profit (unaudited)	718.6	659.2

Finance expense

Year ended 31 March	2020	2010
£m	2020	2019
Investment income	24.0	17.1
Finance expense	(313.0)	(222.5)
	(289.0)	(205.4)
Less net fair value gains on debt and derivative instruments	76.3	(9.5)
Adjustments for interest on derivatives and debt under fair value option	16.5	30.6
Adjustment for expected credit losses on loans to JVs	5.0	-
Adjustment for net pension interest income	(14.0)	(9.5)
Adjustment for capitalised borrowing costs	(40.6)	(37.4)
Underlying net finance expense	(245.8)	(231.2)
Average notional net debt	7,136	6,907
Average underlying interest rate	3.4%	3.3%
Effective interest rate on index-linked debt	3.8%	3.9%
Effective interest rate on other debt	3.0%	2.7%

Finance expense: index-linked debt

Year ended 31 March	2020	2010
£m	2020	2019
Interest on index-linked debt	(50.4)	(48.8)
RPI adjustment to index-linked debt principal – 3 month lag ¹	(72.7)	(71.1)
CPI adjustment to index-linked debt principal – 3 month lag ²	(6.1)	(3.1)
RPI adjustment to index-linked debt principal – 8 month lag ³	(21.4)	(24.1)
Finance expense on index-linked debt ⁴	(150.6)	(147.1)
Interest on other debt (including fair value option debt and derivatives)	(95.2)	(84.1)
Underlying net finance expense	(245.8)	(231.2)

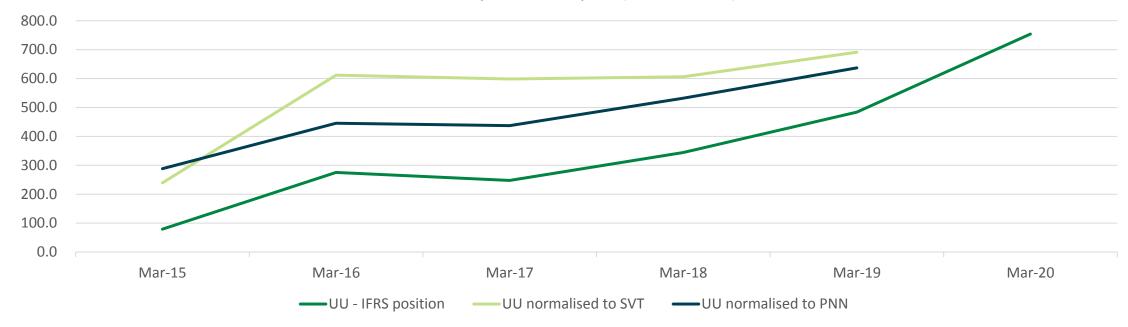
- Cash interest payment of £49m on c£4.0bn of index-linked debt
- Increase in indexation charge mainly due to higher RPI, particularly on 3 month lagged debt
- RPI impact on RCV exceeds RPI impact on debt principal
- ¹ Affected by movement in RPI between January 2019 and January 2020
- ² Affected by movement in CPI between January 2019 and January 2020
- ³ Affected by movement in RPI between July 2018 and July 2019
- ⁴ Adjusted to overlay the impact of inflation swaps

Derivative analysis

At 31 March	2020	2019
£m	2020	2019
Derivatives hedging debt	596.4	479.6
Derivatives hedging interest rates	(120.6)	(69.9)
Derivatives hedging commodity prices	(2.2)	(0.5)
Total derivative assets and liabilities (slide 20)	473.6	409.2

- Derivatives hedging debt; hedge our non index-linked debt into sterling, floating interest rate debt and hedge a small portion of RPIlinked debt and non index-linked debt to CPI-linked debt. Typically these are designated in fair value hedge accounting relationships.
- Derivatives hedging interest rates; fix our sterling interest rate exposure on a 10 year rolling average basis. This is supplemented by
 fixing substantially all remaining floating exposure across the future regulatory period around the time of the price control
 determination.
- Derivatives hedging commodity prices; fix a proportion of our future electricity prices in line with our policy.
- Derivatives are included within net debt to eliminate, to a certain extent, the fair value recognised in borrowings and thereby present a more representative net debt figure.
- Further details of our group hedging strategy can be found in the Group financial statements.

IFRS pension surplus (normalised)

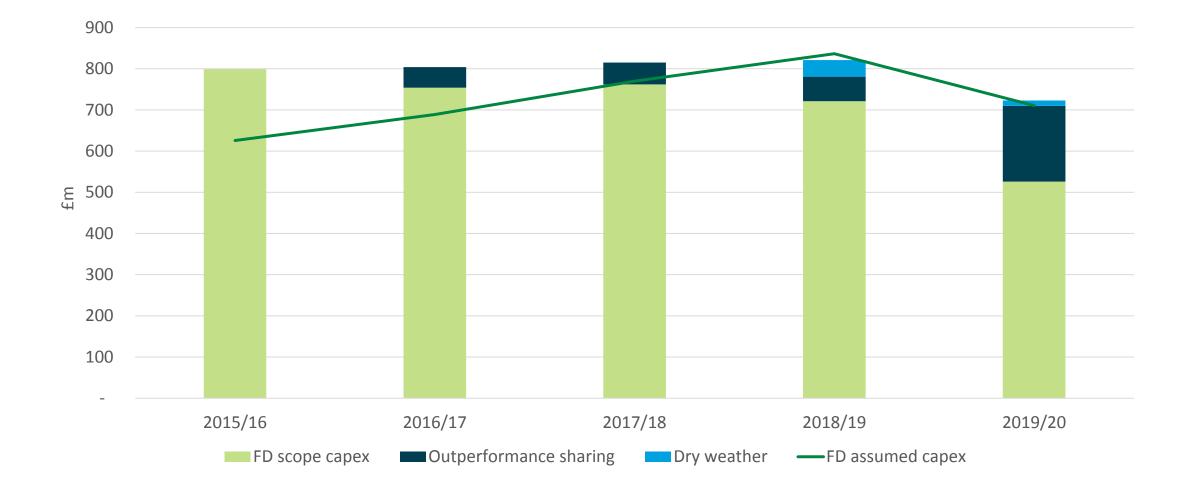


UU IFRS pension surplus (normalised¹)

Source: Companies' annual reports and accounts

¹ Normalised for inflation, discount rate and mortality assumptions

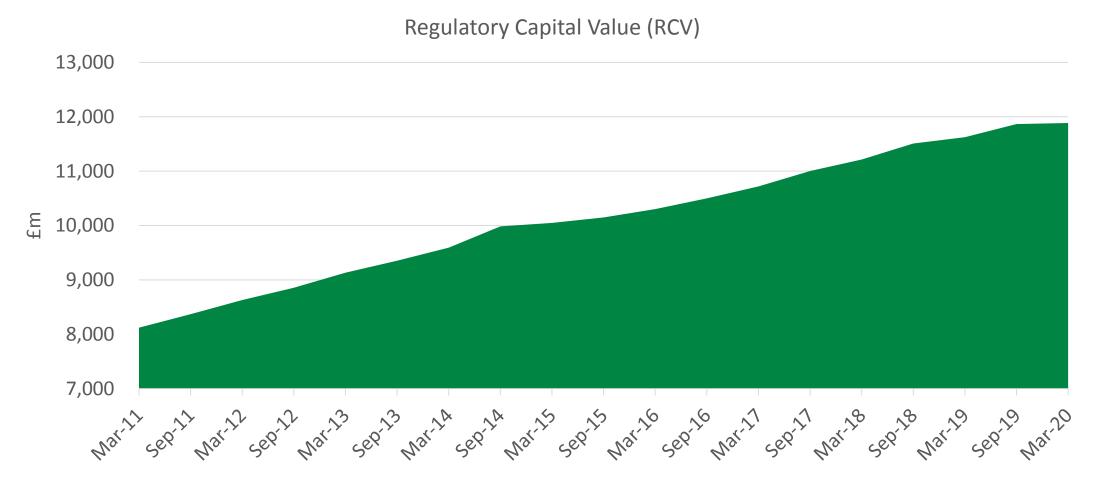
Net regulatory capital spend profile



Impact of IFRS16

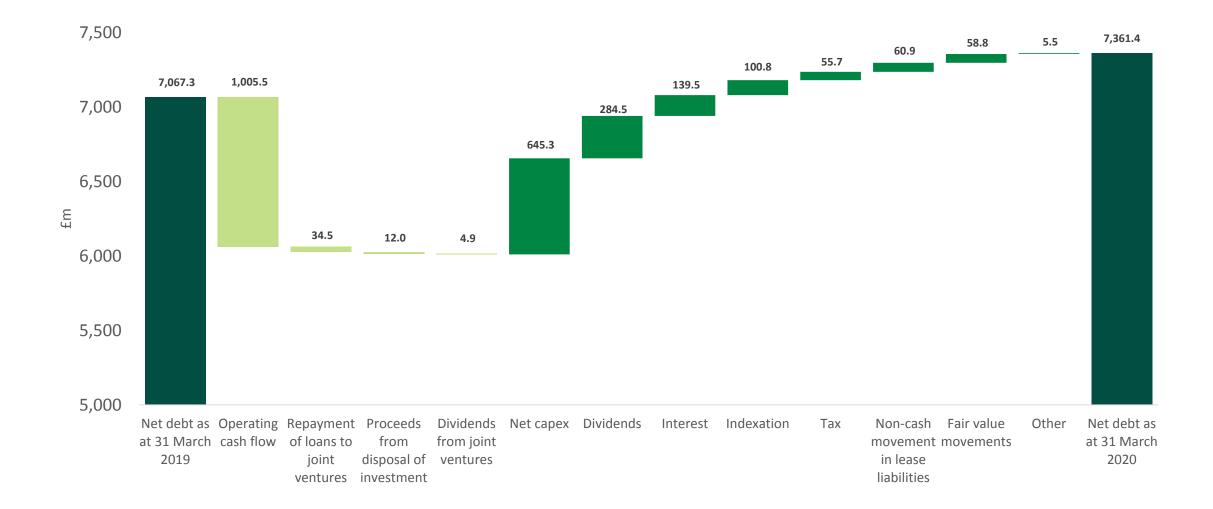
- **IFRS 16** effective from 1 April 2019
- **£54m lease liability** brought onto the statement of financial position as at 1 April 2019
- Corresponding £54m lease asset also brought onto the statement of financial position as at 1 April 2019
- In 2019/20, the lease asset has been **depreciated by £1.9m** and a **finance cost of £1.6m**
- Prior to adoption of IFRS 16 would have expected an operating lease cost of £3.3m for these leases
- Impact of adoption of IFRS 16 is an **additional net cost of £0.2m** in 2019/20
 - Absent further changes, additional cost in early years would reverse over the life of the leases

Regulatory Capital Value (RCV)



United Utilities Water's regulatory capital value (based on shadow RCV for AMP6, updated for actual spend) and presented in outturn prices. Shadow RCV at 31 March 2020 = £11,886m

Movement in net debt



Financing and liquidity at 31 March 2020

Gross debt = £8,363.1m £57.6m, Lease Obligations £233.6m, Other borrowirfg307.1m, Short term debt £397.5m, Yankee bonds (USD) £572.0m, Other EIB loans _ £275.3m, GBP Fixed rate & RPI linked bonds swapped to CPI. £193.4m, Euro bonds (EUR) linked £279.8m, HKD bonds (HKD) £174.0m, GBP CPI linked bonds _ £101.3m, GBP CPI linked loans _ £2,339.8m, GBP bonds £1,543.0m, EIB and other RPI_ linked loans £1,988.7m, GBP RPI linked bonds

Headroom / prefunding = £436m

	£m
Cash and short-term deposits	528.1
Medium-term committed bank facilities ¹	750.0
Short-term debt	(207.1)
Term debt maturing within one year	(635.0)
Total headroom / prefunding	436.0

¹ Excludes £50m of facilities maturing within one year. These facilities were renewed for a 5-year term on 24 April 2020

Debt structure at 31 March 2020

¹ RPI linked finance

² CPI linked finance

³ RPI linked finance subsequently swapped to CPI linked

⁴ A £100m fixed rate tranche of this bond has been swapped to CPI linked

⁵ A £50m fixed rate tranche of this bond has been swapped to CPI linked

⁶ United Utilities Water Finance PLC (UUWF) is a financing subsidiary of United Utilities Water Limited (UUW) established to issue new listed debt on behalf of UUW. Notes issued by UUWF are unconditionally and irrevocably guaranteed by UUW and are rated in line with UUW's credit ratings ⁷ Senior unsecured debt ratings published by Moody's; Standard & Poor's; Fitch respectively

		United Utilities Group PLC		
		United Utilities PLC Baa1 stable; BBB- stable; A- stable ⁷		
	• (Yankees: \$400m in 28s	Other debt: • Short-term loans £120m	
United Utilities Water Limited A3 stable; BBB+ stable; A- stable ⁷ Ring-fenced and regulated by Ofwat			stable; A- stable ⁷	
Euro MTNs • £375m in 22s • £300m in 27s • £50m in 32s ¹ • £200m in 35s • £100m in 35s ¹ • £35m in 37s ¹	 £70m in 39s¹ £100m in 40s¹ £50m in 41s¹ £100m in 42s¹ £20m in 43s¹ £50m in 46s¹ 	• £50m in 49s ¹ • £510m in 56s ¹ • £150m in 57s ¹	Other debt: • EIB RPI-linked loans £966m ¹ • Other RPI-linked loans £300m ¹ • CPI-linked loans £100m ² • Other EIB loans £572m • Short-term loans £72m • ¥10bn dual currency loan • Other sterling loans £127m	

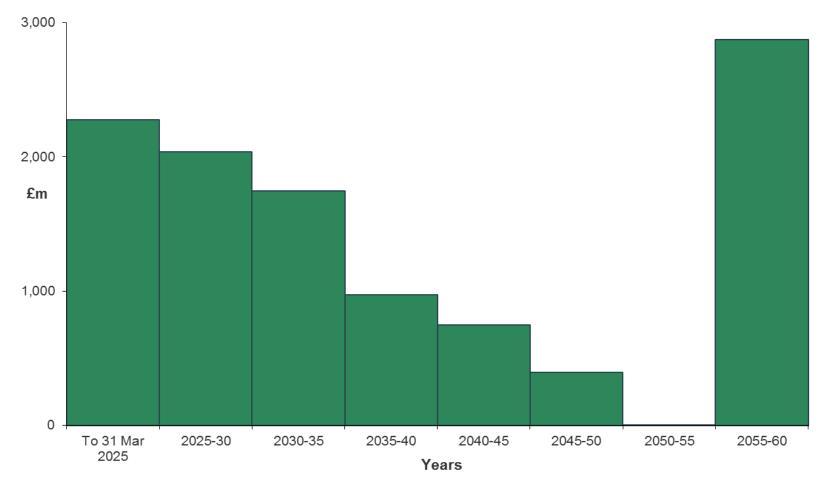
United Utilities Crown DIC

United Utilities Water Finance PLC^o Guaranteed by United Utilities Water Ltd

● £30m in 31s	• £27m in 36s ³
- 63011111313	- 127mm 505
 £350m in 31s⁴ 	 £29m in 36s³
• HK\$600m in 31s	• £20m in 36s ²
• £38m in 31s ³	• £60m in 37s ²
• £20m in 31s ²	• £250m in 38s
• €26m in 32s	• £32m in 48s ²
• €28m in 32s	• £33m in 57s ²
• £300m in 33s ⁵	
• €30m in 33s	
	 HK\$600m in 31s £38m in 31s³ £20m in 31s² €26m in 32s €28m in 32s £300m in 33s⁵

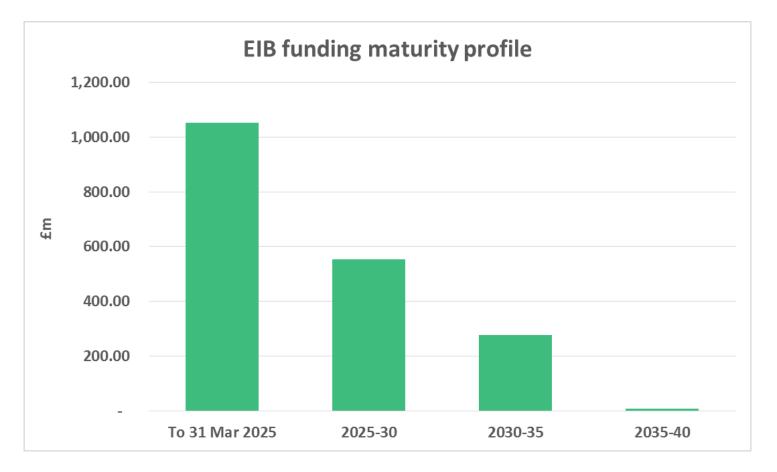
Term debt maturity profile as at 31 March 2020¹

Average term to maturity of approximately 18 years



¹Future repayments of index-linked debt include inflation based on an average annual RPI rate of 3% and an average annual CPI rate of 2%

EIB funding maturity profile



<u>Notes</u>

Future repayments of EIB RPI linked debt include inflation based on an average annual RPI rate of 3%.