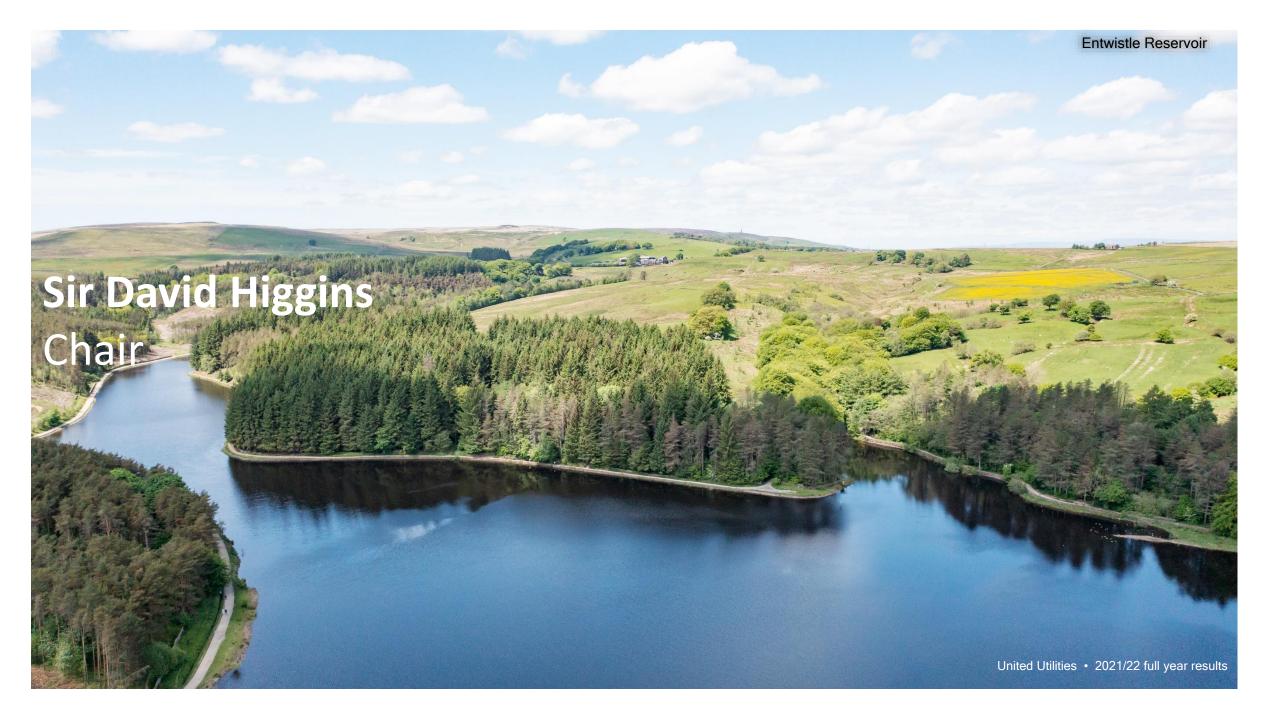
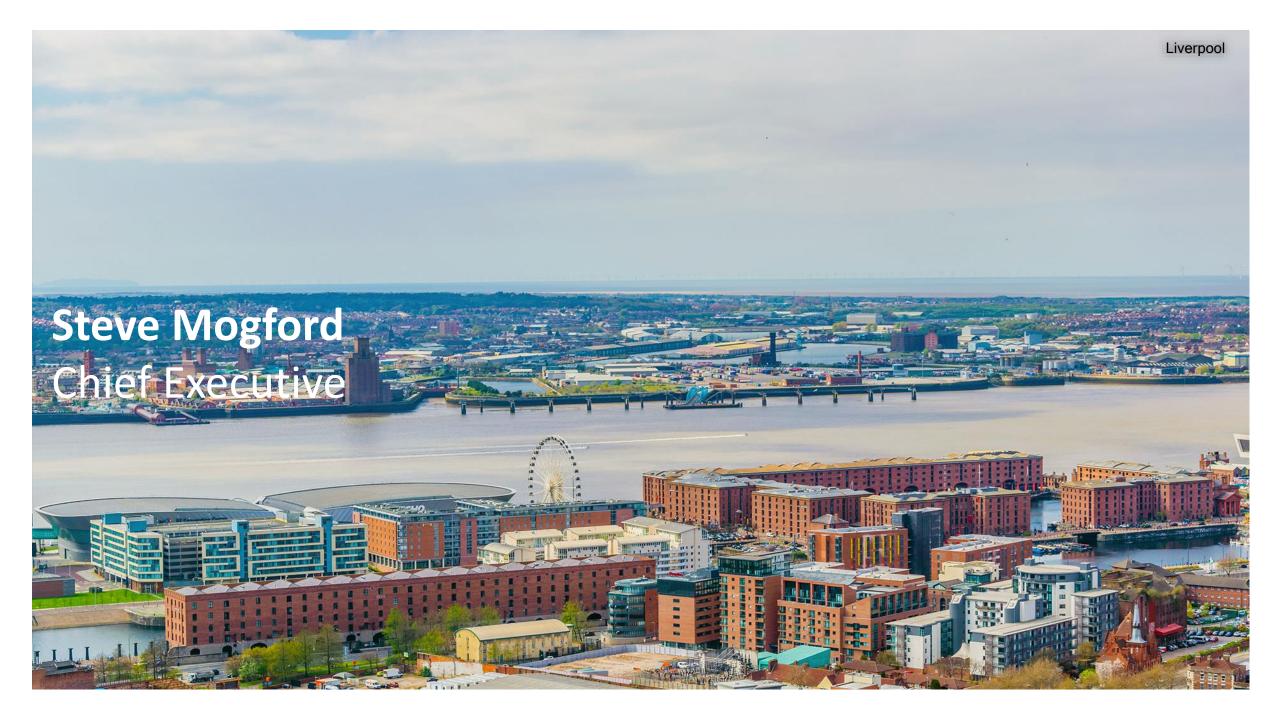
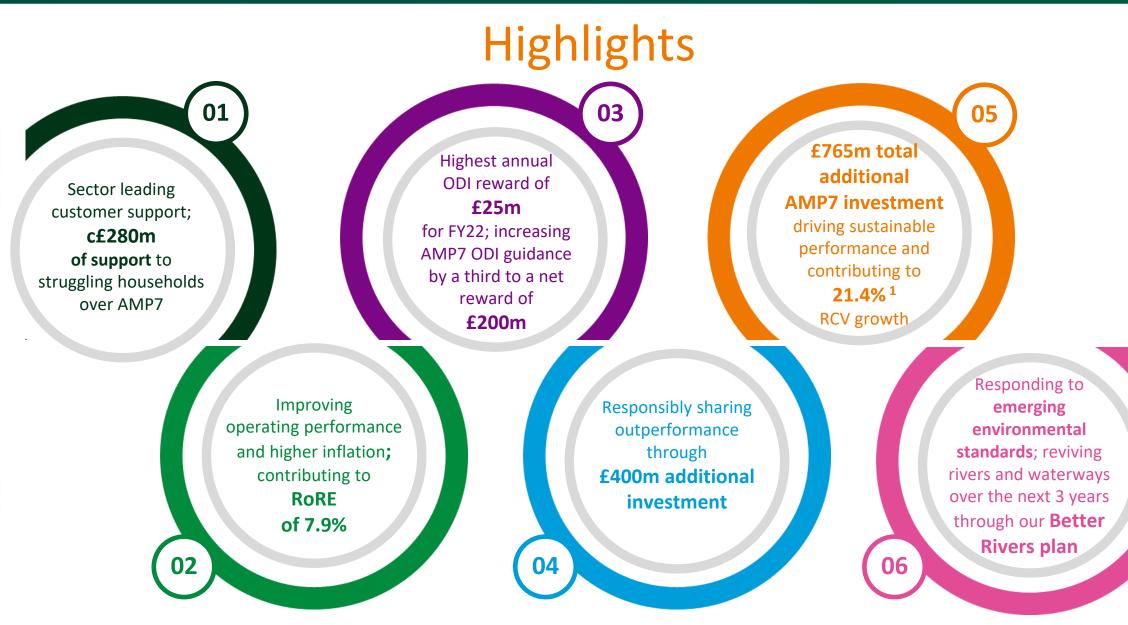
# Full year results Year ended 31 March 2022 United Utilities Group PLC









## c£280m of customer support over AMP7

#### Significant support for customers 50% company funded

Sector leading package providing significant support to North West households



Supporting over 200,000 households across the North West through extensive affordability schemes



Sector leading implementation of Open Banking to streamline eligibility for support tariffs



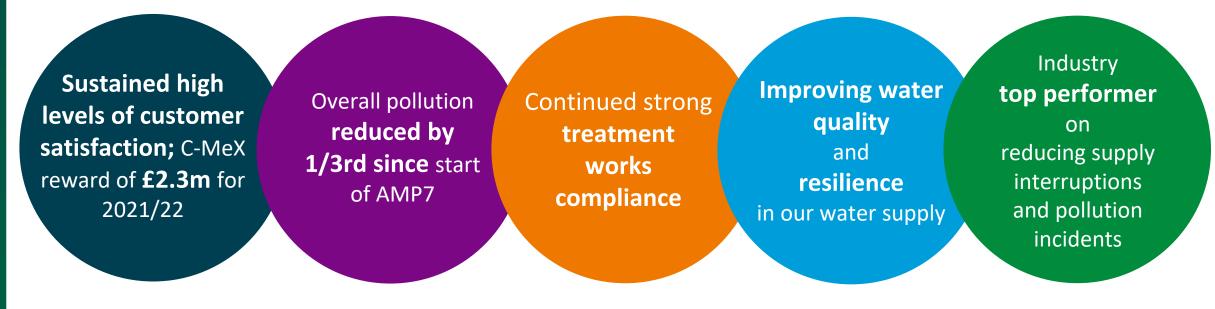
Promoting support on offer through the North West Hardship Hub, developed in partnership with the advice sector



Leading supporter of the CCW's drive to launch a national social tariff

## Sustained high level of operational performance

#### A sector leading company in Ofwat's assessment of outcome delivery





## AMP7 investment delivering for stakeholders

Investment focusing on targeted areas of improvement

### Dynamic Network Management<sup>1</sup>

Global first application of Systems Thinking; most holistic deployment of sensing and AI across a network

Al system facilitating proactive action

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Contributing to a one third reduction in internal flooding

Expected AMP7 ODI benefits of over £30m

### Drinking Water Quality<sup>2</sup>

c£100m investment to improve water taste, smell and appearance DWI driven requirement

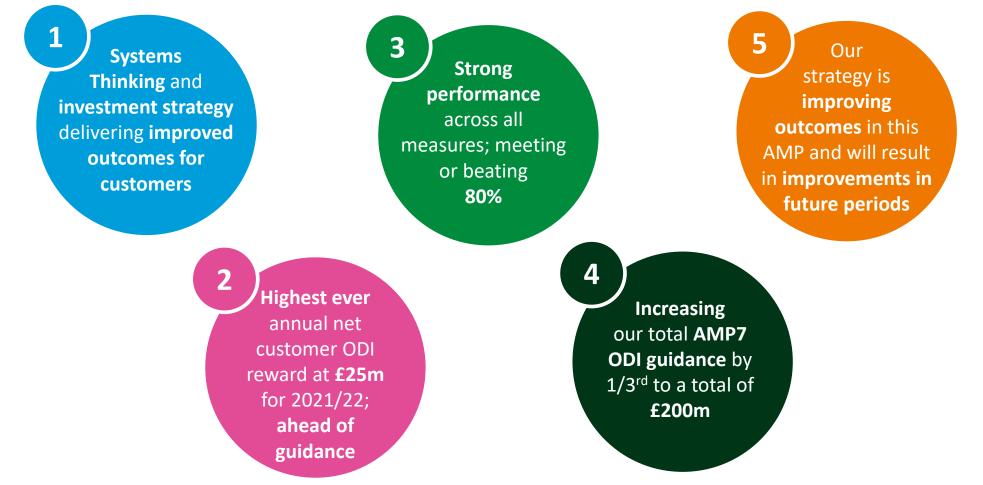
26% reduction in taste, smell and appearance contacts
44% improvement in risk score<sup>3</sup>

Expected ODI improvements of over £30m

<sup>1</sup> c£100m investment in Dynamic Network Management is included within £365m additional investment previously announced <sup>2</sup> c£100m investment in Drinking Water Quality improvements is included within £400m additional investment announced today <sup>3</sup> The Event Risk Index (ERI) is a DWI measure that assesses the impact of water quality events

## Increasing AMP7 ODI guidance to £200m

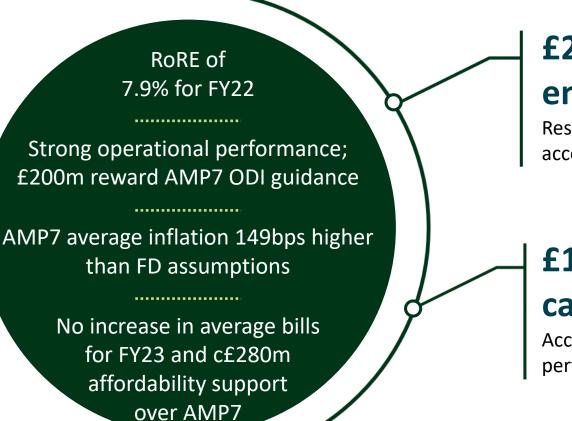
2021/22 customer ODI reward ahead of target at £25m; 1/3<sup>rd</sup> increase in AMP7 ODI guidance to £200m



Note: 2021/22 performance excludes the impact of per capita consumption (PCC) measure for which Ofwat has proposed to assess company performance at the end of the AMP

# Sharing outperformance through £400m of additional totex investment

Responsibly sharing our successes for the benefit of all stakeholders



# £250m new investment to improve environmental outcomes

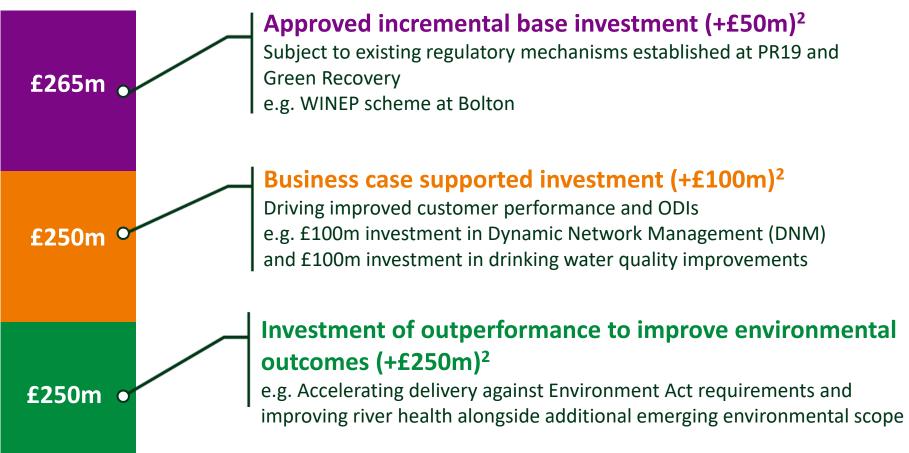
Responding to new and emerging environmental standards and accelerating the requirements of the Environment Act

# £150m additional base and business case driven investment

Accelerating improvements in service to customers and driving ODI performance now and in the future

# Investing a total of £765m<sup>1</sup> beyond FD allowance over AMP7

Financial strength and balance sheet headroom to fund



<sup>1</sup>Comprises £365m investment previously announced and £400m additional investment announced today

<sup>1</sup> Figures in brackets represent the incremental investment being announced today

## Better Rivers, Better North West

### 28% reduction in spills between 2020 and 2021



to enjoy rivers and waterways



£230m base investment included in FD plus £250m additional investment to accelerate plans



Supporting a reduction in the number of recorded spills by at least a third between 2020 and 2025



Improving 184km of waterways



All storm overflows monitored by 2023

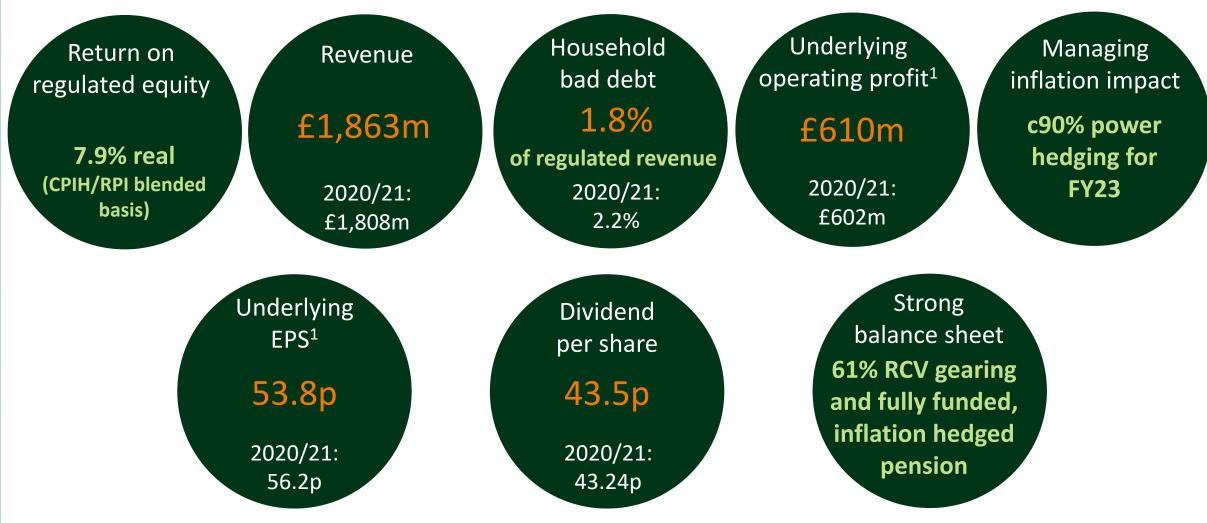


Real time data on operation of storm overflows made available to the general public

# **Phil Aspin** Chief Financial Officer

Lake Vyrnwy

## **Financial highlights**

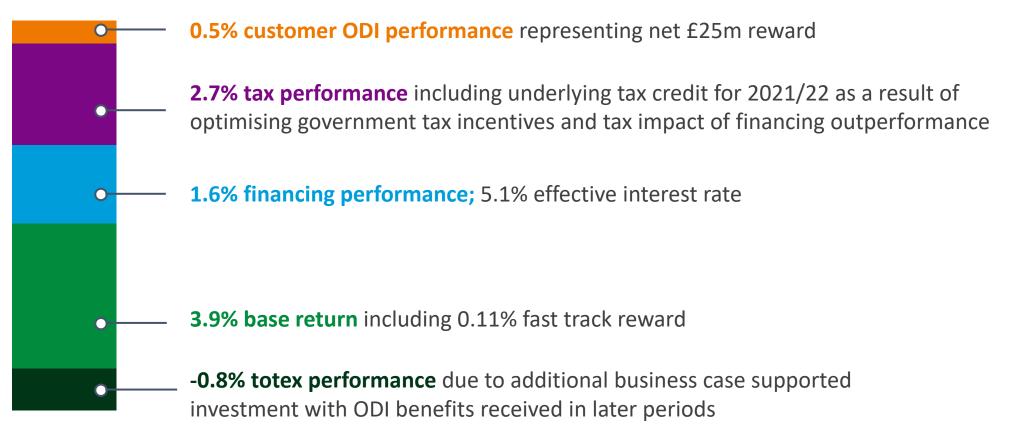


<sup>1</sup> Underlying profit measures are reconciled to reported profit measures in the appendix

## Return on regulated equity (RoRE) for 2021/22

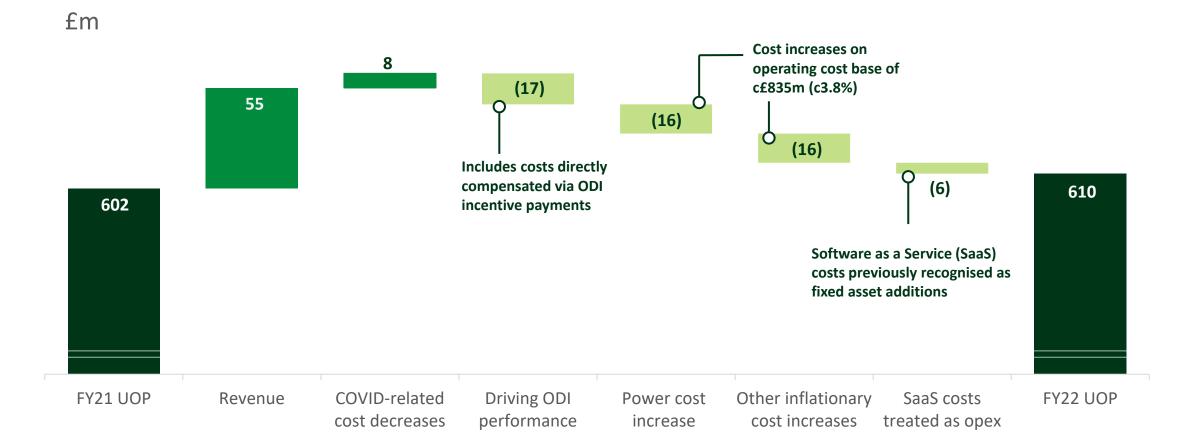
**Reported RoRE of 7.9%; underlying<sup>1</sup> RoRE of 7.7%** 

#### 7.9% RoRE



<sup>1</sup> Underlying RoRE adjusts for our assessment of the tax impact that will be adjusted for through the tax sharing mechanism

## Underlying operating profit



## Strong collections performance



Household bad debt returned to 1.8%



Δ

Over 80% on direct debit or other payment plan



Comprehensive, data led approach to collections



3

Award winning collections capability; evidencing our best in class approach





inctitute of Credit



## Managing inflation impact

Totex allowance increases by c£150m for each 1% increase in CPIH over AMP7

### **Operating costs**

## **Capital programme**

Wage deal agreed for FY23 at 4.75%

Power **90% hedged** for FY23

Chemical prices impacted by increasing power costs & current geopolitical environment Over **90%** of AMP7 base capital programme already **on contract** 

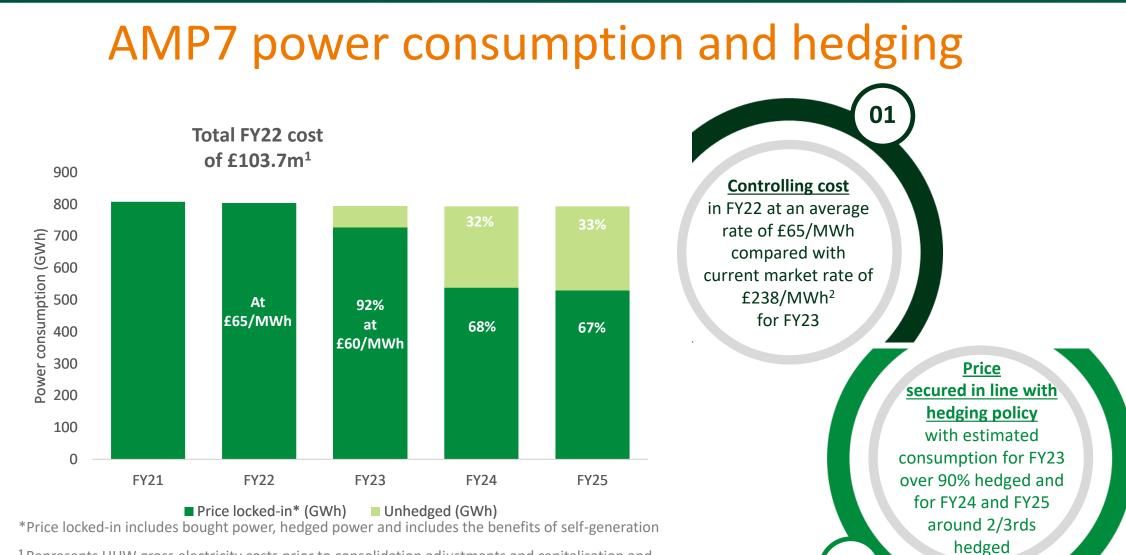
Construction contracts awarded **under target price arrangements,** incentivises both parties to **manage cost pressures**  RCV increases by c£600m for each 1% increase in CPIH over AMP7

### **Interest costs**

Hedging policy targets 50% net debt in indexlinked form

In year impact of cost of index-linked debt; inflation return to RCV not reflected in P&L

Equity **leveraged 1.75x** to inflation



<sup>1</sup>Represents UUW gross electricity costs prior to consolidation adjustments and capitalisation and therefore will differ from P&L cost

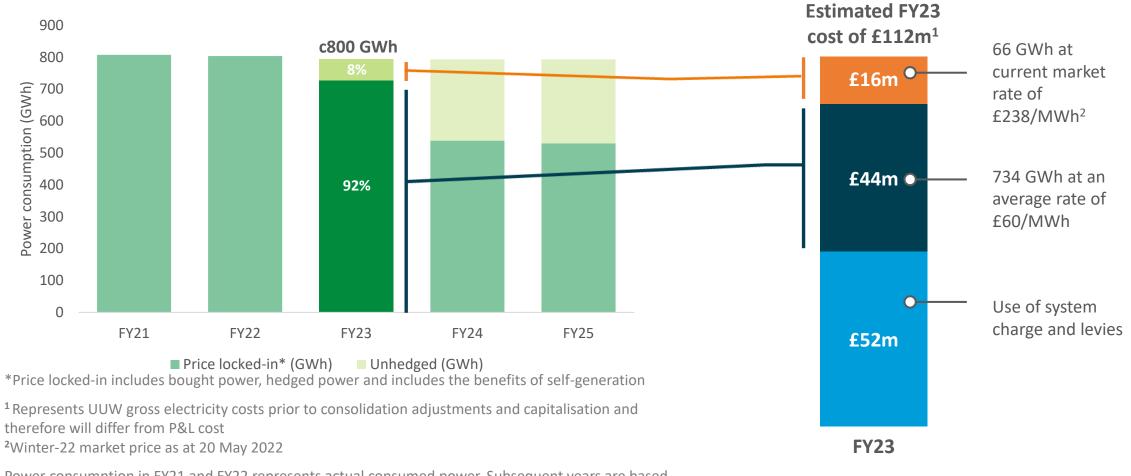
<sup>2</sup>Winter-22 market price as at 20 May 2022

Power consumption in FY21 and FY22 represents actual consumed power. Subsequent years are based on current assumptions and may change.

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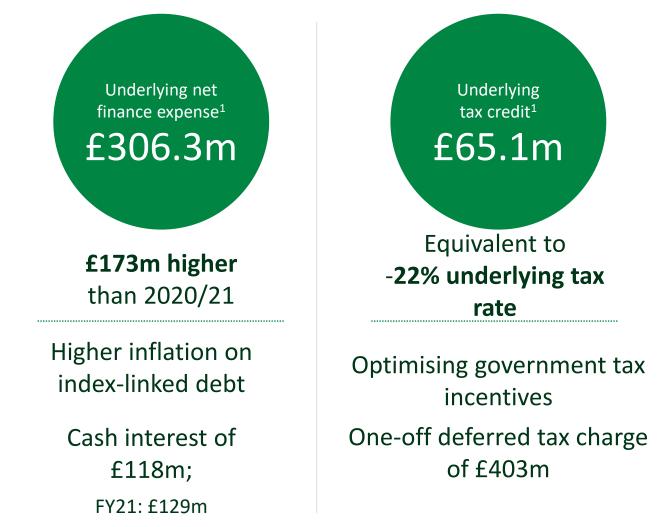
## Price fixed on over 90% of FY23 power



Power consumption in FY21 and FY22 represents actual consumed power. Subsequent years are based on current assumptions and may change.

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## Interest, tax and earnings



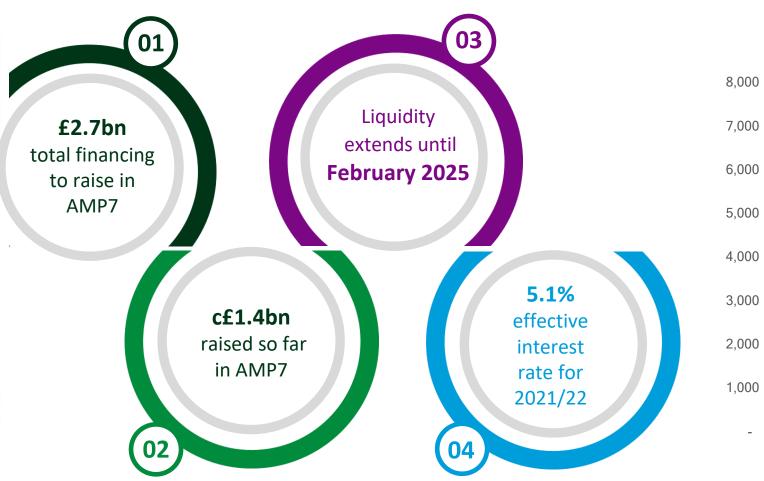
Underlying profit after tax<sup>1</sup> £367.0m

> 2020/21: **£383.0m**

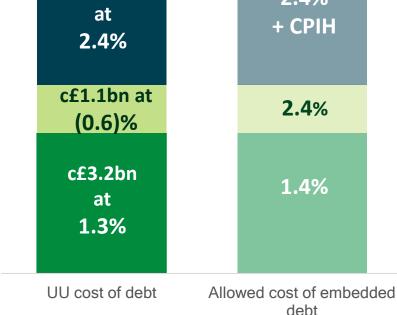
Underlying EPS of 53.8p

<sup>1</sup> Underlying profit measures are reconciled to reported profit measures in the appendix

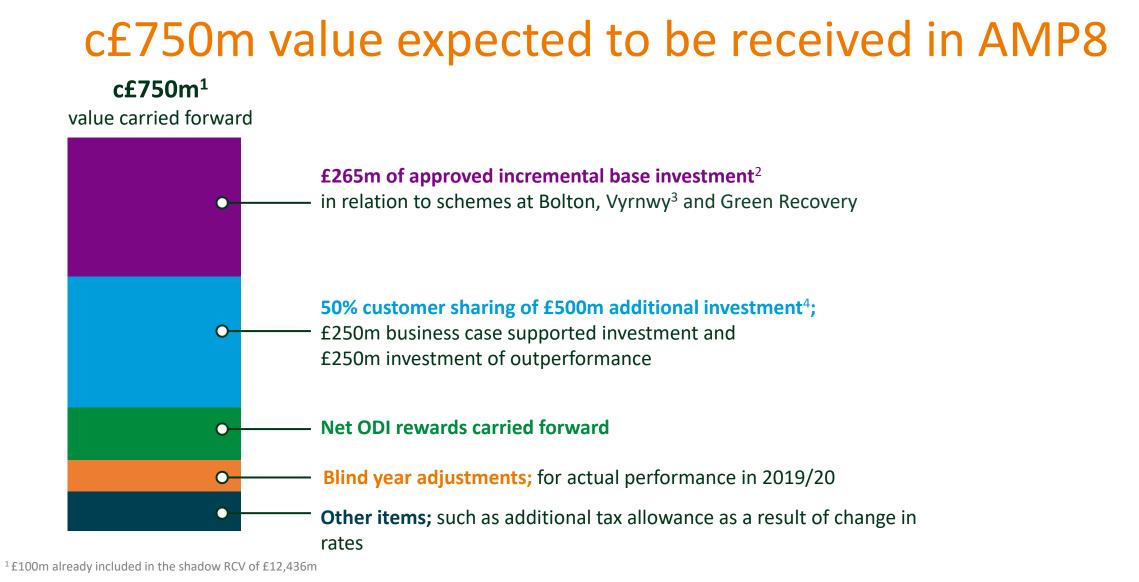
## Financing performance



AMP7 average cost of debt • RPI-linked • CPI-linked • Fixed c£3.0bn 2.4%



The rates shown are real rates for the index-linked debt and nominal rates for the fixed rate debt.



- <sup>2</sup>£265m fully recoverable base investment as detailed on slide 10
- <sup>3</sup> 50% recovered through totex adjustment and 50% through ODIs
- <sup>4</sup> 50% of £500m investment as detailed on slide 10

## Investment driving growth

**REGULATORY CAPITAL VALUE RCV** growth 14,500 21.4% 14,000 13.500 **RCV** growth 12.1% 13,000 **RCV** growth 12,500 5.8% 12,000 Remaining within 11,500 gearing target range of 55% -11,000 65% 10,500 1 April 2020 31 March 2021 31 March 2022 31 March 2023 31 March 2024 31 March 2025 **FD** plus value carried forward\* Per FD

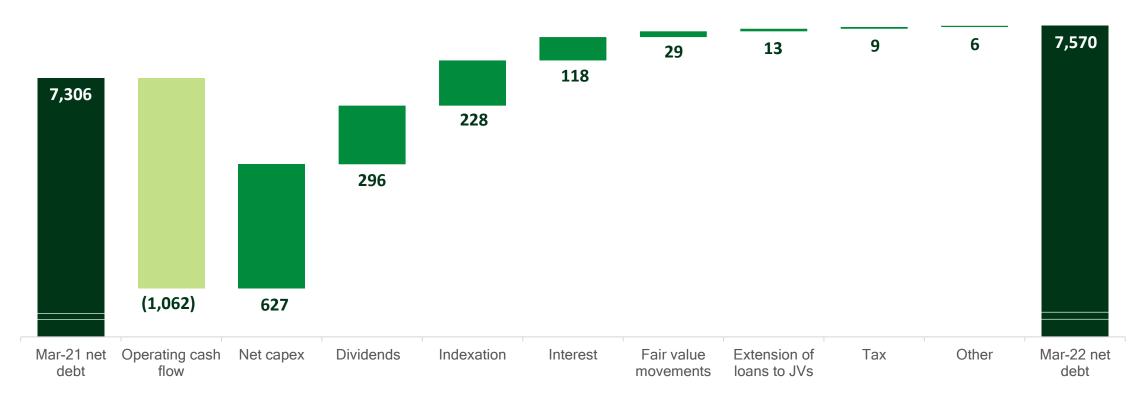
\*Includes returns to be received as revenues in AMP8 and inflation assumptions based on a consensus from a selection of banks and HM Treasury

RCV for FY21 and FY22 represents actual UUW shadow RCV. Subsequent years are based on current assumptions and may change. Shadow RCV at 31 March 2022 is £12,436m

## Strong balance sheet – net debt and RCV gearing

## RCV gearing of **61%** supports **Stable A3** credit rating with Moody's

Net debt £m



## Pensions schemes fully funded and inflation hedged



# 2022/23 full year outlook

Revenue	✿ c1% y-o-y	<ul> <li>Over-recovery in 2021/22</li> <li>4.6% CPIH offset by -1.3% k factor</li> </ul>
Underlying operating costs	<b>↑</b> c£100m y-o-y	<ul> <li>c£50m largely reflecting FY23 opex impact of £765m additional investment</li> <li>c£50m inflationary increases affecting labour, power, chemicals and other costs</li> </ul>
Underlying finance expense	Non-cash indexation c£150m y-o-y Cash interest	<ul> <li>Higher inflation impacting index-linked debt</li> <li>RPI 3 month lag (£2.4bn debt; Jan-23 forecast<sup>1</sup> 10.5%, Jan-22 7.8%)</li> <li>CPI 3 month lag (£1.1bn debt; Jan-23 forecast<sup>1</sup> 8.0%, Jan-22 5.4%)</li> <li>RPI 8 month lag (£0.8bn debt; Jul-22 forecast<sup>1</sup> 11.0%, Jul-21 3.8%)</li> </ul>
Underlying tax	Small tax charge of £0-10m	<ul> <li>Optimising capital allowance "super deductions"</li> </ul>
Capex	£640-690m	<ul> <li>Acceleration of AMP7 capex profile</li> <li>Includes incremental capex as part of £765m additional investment</li> </ul>
ODIs	c£30m reward	<ul> <li>Consistent with targeting net AMP7 reward of c£200m</li> </ul>
Dividends	<b>^</b>	In line with AMP7 dividend policy

<sup>1</sup> Forecasts based on bank data compiled following the latest inflation release on 18 May 2022

## **Financial summary**

Strong financial performance

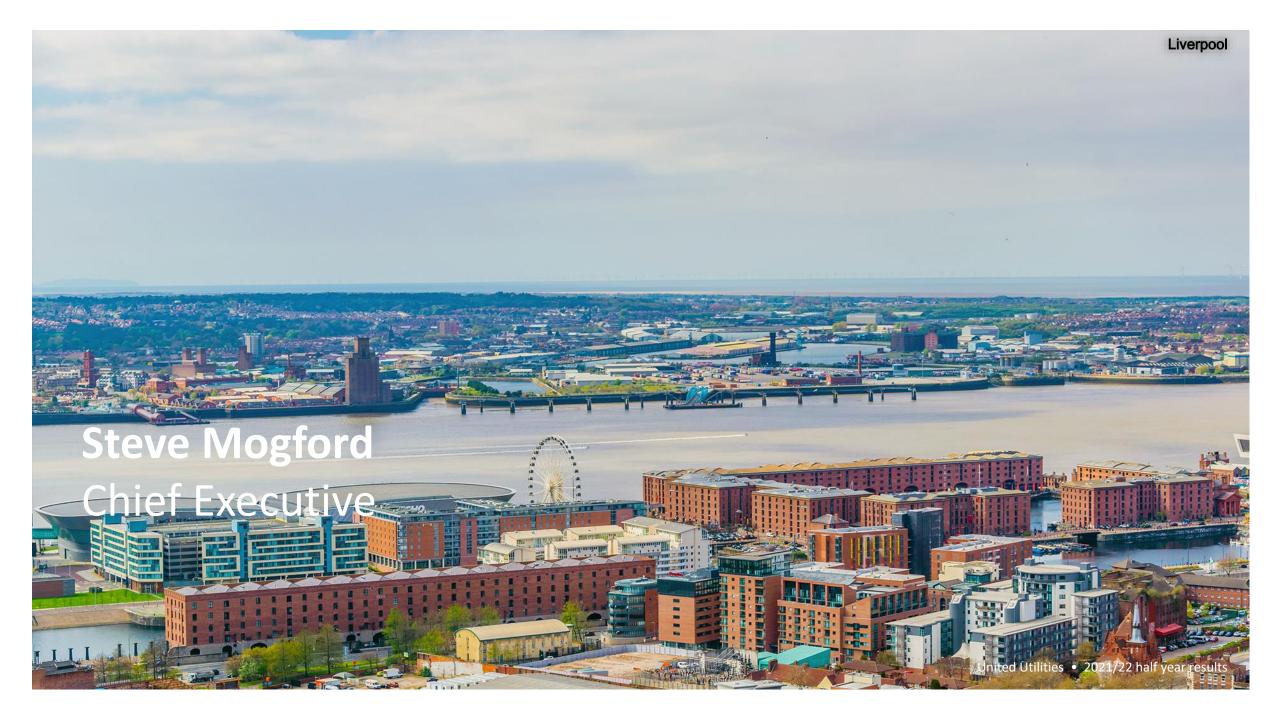
**7.9% RoRE** double our base returns

**Bad debt** position returned to **1.8%** 

Higher inflation causing short term impact on costs but contributing to higher totex allowance, financing outperformance and RCV growth

> Strong balance sheet with low household debtor risk and leading pension position





## Strategic direction for UK Water

#### Significant developments ahead of PR24

New and emerging<br/>equirements could<br/>drive significant<br/>increases in<br/>investment that<br/>balanced<br/>with affordability

1

2

Environment Act requirement to reduce the adverse impact of storm overflows



Controlling the balance of phosphorus and other nutrients



Commitment to ensuring net gains for biodiversity on new developments

Water system resilience to climate

change and population growth

## Summary



Supporting customers; £280m package of support over AMP7 Improving operational performance; AMP7 ODI forecast increased to £200m

Reported RoRE for 2021/22 of 7.9%

Strong financial performance; managing inflation impact

Sharing outperformance responsibly for the benefit of all stakeholders

Ambition to address evolving environmental legislation in AMP8 and beyond

## Any questions?

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## **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. These forward-looking statements include without limitation any projections or guidance relating to the results of operations and financial conditions of the group as well as plans and objectives for future operations, expected future revenues, financing plans, expected expenditure and any strategic initiatives relating to the group, as well as discussions of our business plan and our assumptions, expectations, objectives and resilience with respect to climate scenarios. 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.

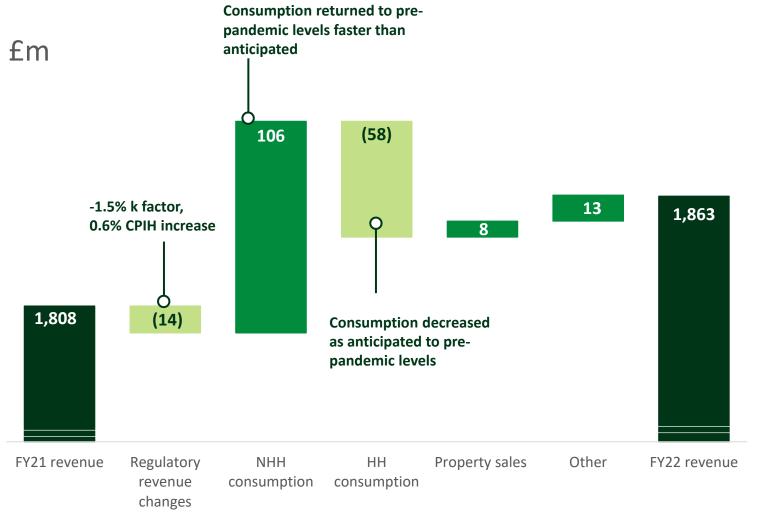
This announcement contains inside information, disclosed in accordance with the Market Abuse Regulation which came into effect on 3 July 2016 and for UK Regulatory purposes the person responsible for making the announcement is Simon Gardiner, Company Secretary.

# **Supporting information**

- 1. Revenue
- 2. Underlying income statement
- 3. Underlying operating costs
- 4. Profit before tax reconciliation
- 5. Profit after tax reconciliation
- 6. Finance expense
- 7. Finance expense: index-linked debt
- 8. Derivative analysis
- 9. Statement of financial position
- 10. Reconciliation of net debt
- 11. Household debtors reconciliation
- 12. Financing and liquidity
- 13. Debt structure
- 14. Term debt maturity profile

- 15. AMP7 maturity profile
- 16. EIB funding maturity profile
- 17. Financing performance
- 18. Commitment to net zero by 2030

## Revenue



Overall revenue higher as business activity returned to pre-Covid levels faster than anticipated

Full year 2022/23 revenue expected to be c1% higher yearon-year

## Underlying income statement

Year ended 31 March	2022	2021	Change (9/)
£m	2022	2021	Change (%)
Revenue	1,862.7	1,808.0	+3%
Operating expenses	(665.0)	(618.8)	
Infrastructure renewals expenditure	(169.5)	(164.8)	
EBITDA	1,028.2	1,024.4	+0%
Depreciation and amortisation	(418.2)	(422.3)	
Operating profit	610.0	602.1	+1%
Net finance expense	(306.3)	(132.8)	
Share of losses of joint ventures	(1.8)	(9.3)	
Profit before tax	301.9	460.0	-34%
Tax	65.1	(77.0)	
Profit after tax	367.0	383.0	-4%
Earnings per share (pence)	53.8	56.2	-4%
Total dividend per ordinary share (pence)	43.5	43.24	+0.6%

## Underlying operating costs

Year ended 31 March	2022	2021	Change (%)
£m	LULL	2021	
Revenue	1,862.7	1,808.0	+3%
Employee costs	(184.3)	(173.5)	+6%
Power	(99.6)	(83.6)	+19%
Hired and contracted services	(95.4)	(84.7)	+13%
Materials	(90.8)	(82.2)	+10%
Property rates	(90.5)	(89.4)	+1%
Regulatory fees	(28.4)	(28.0)	+1%
Bad debts	(23.4)	(28.7)	-18%
Other expenses	(52.6)	(48.7)	+8%
	(665.0)	(618.8)	+8%
Infrastructure renewals expenditure (IRE)	(169.5)	(164.8)	+3%
Depreciation and amortisation	(418.2)	(422.3)	+6%
Total underlying operating expenses	(1,252.7)	(1,205.9)	+4%
Underlying operating profit	610.0	602.1	+1%

### Profit before tax reconciliation

Year ended 31 March	2022	2021
£m	2022	2021
Operating profit	610.0	602.1
Investment income and finance expense	(168.3)	(78.5)
Share of losses of joint ventures	(1.8)	(9.3)
Profit on disposal of joint ventures	-	36.7
Reported profit before tax	439.9	551.0
Adjustments:		
Fair value (gains)/losses on debt and derivative instruments, excluding interest on derivatives and debt under fair value option	(138.0)	(54.3)
Profit on disposal of Tallinn joint venture	-	(36.7)
Underlying profit before tax	301.9	460.0

### Profit after tax reconciliation

Year ended 31 March	2022	2021
£m	2022	2021
Reported profit after tax	(56.8)	453.4
Adjustments:		
Fair value (gains)/losses on debt and derivative instruments, excluding interest on derivatives and debt under fair value option	(138.0)	(54.3)
Deferred tax adjustment	562.5	18.4
Tax in respect of adjustments to underlying profit before tax	(0.7)	2.2
Profit on disposal of Tallinn joint venture	-	(36.7)
Underlying profit after tax	367.0	383.0
Basic earnings per share (pence)	(8.3)	66.5
Underlying earnings per share (pence)	53.8	56.2

# Finance expense

Year ended 31 March	2022	2021
£m	2022	2021
Investment income	19.4	25.0
Finance expense	(187.7)	(103.5)
	(168.3)	(78.5)
Fair value (gains)/losses on debt and derivative instruments, excluding interest on derivatives and debt under fair value option	(138.0)	(54.3)
Underlying net finance expense	(306.3)	(132.8)
Adjustment for net pension interest income	(14.3)	(17.5)
Adjustment for capitalised borrowing costs	(52.7)	(30.4)
Effective net finance expense	(373.3)	(180.7)
Average notional net debt	7,368	7,315
Average effective interest rate	5.1%	2.5%
Effective interest rate on index-linked debt	7.0%	2.4%
Effective interest rate on other debt	2.5%	2.5%

### Finance expense: index-linked debt

Year ended	2022	2021
£m	2022	2021
Interest on index-linked debt	(35.7)	(46.2)
RPI adjustment (£2.2bn debt; Jan-22 7.8%, Jan-21 1.4%) – 3 month lag <sup>1</sup>	(166.9)	(37.3)
CPI adjustment (£1.1bn debt; Jan-22 5.4%, Jan-21 0.7%) – 3 month lag <sup>2</sup>	(58.4)	(2.4)
RPI adjustment (£0.9bn debt; Jul-21 3.8%, Jul-20 1.6%) – 8 month lag <sup>3</sup>	(30.9)	(12.9)
Finance expense on index-linked debt <sup>4</sup>	(291.9)	(98.8)
Interest on other debt (including fair value option debt and derivatives)	(81.4)	(81.9)
Effective net finance expense	(373.3)	(180.7)

<sup>1</sup> Affected by movement in RPI between January 2021 and January 2022

- <sup>2</sup> Affected by movement in CPI between January 2021 and January 2022
- <sup>3</sup> Affected by movement in RPI between July 2020 and July 2021
- <sup>4</sup> Adjusted to overlay the impact of inflation swaps

## **Derivative analysis**

At 31 March	2022	2021
£m	2022	2021
Derivatives hedging debt	198.5	402.7
Derivatives hedging interest rates	10.7	(99.2)
Derivatives hedging commodity prices	111.0	6.5
Total derivative assets and liabilities	320.2	310.0

- Derivatives hedging debt; hedge our non index-linked debt into sterling, floating interest rate debt. Typically these are designated in fair value hedge accounting relationships.
- Derivatives hedging interest rates; the majority fix our sterling interest rate exposure on a 10 year rolling average basis. A portion of these derivatives instead fix future real interest rates through inflation-linked swaps.
- Derivatives hedging commodity prices; fix a proportion of our future electricity prices in line with our policy. These are in addition to prices fixed in the physical market with power purchase agreement which are not subject to fair value measurement.
- Derivatives hedging specific debt instruments 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.

### Statement of financial position

At £m	31 Mar 2022	31 Mar 2021	Change (%)
Property, plant and equipment	12,147.5	11,799.0	+3%
Retirement benefit surplus	1,016.8	689.0	+48%
Other non-current assets	259.5	267.9	-3%
Cash	240.9	744.1	-68%
Other current assets	314.9	254.4	+24%
Total derivative assets	457.4	424.7	+8%
Total assets	14,437.0	14,179.1	+2%
Gross borrowings	(7,979.8)	(8,451.8)	-6%
Other non-current liabilities	(2,983.3)	(2,247.8)	+33%
Other current liabilities	(378.8)	(333.8)	+13%
Total derivative liabilities	(137.2)	(114.7)	+20%
Total liabilities	(11,479.6)	(11,148.1)	+3%
TOTAL NET ASSETS	2,957.4	3,031.0	-2%
Share capital	499.8	499.8	0%
Share premium	2.9	2.9	0%
Retained earnings	2,038.5	2,192.0	-7%
Other reserves	416.2	336.3	+24%
SHAREHOLDERS' EQUITY	2,957.4	3,031.0	-2%
NET DEBT <sup>1</sup>	(7,570.0)	(7,305.8)	+4%

## **Reconciliation of net debt**

At £m	31 Mar 2022	31 Mar 2021
Cash	240.9	744.1
Total derivative assets	457.4	424.7
Gross borrowings	(7,979.8)	(8,451.8)
Total derivative liabilities	(137.2)	(114.7)
Balance sheet net debt	(7,418.7)	(7,397.7)
Exclude the fair value impact of:		
Interest rate derivatives fixing future nominal interest rates	(55.1)	84.6
Inflation derivatives fixing future real interest rates	14.8	13.8
Electricity derivatives fixing future electricity costs	(111.0)	(6.5)
Net debt	(7,570.0)	(7,305.8)

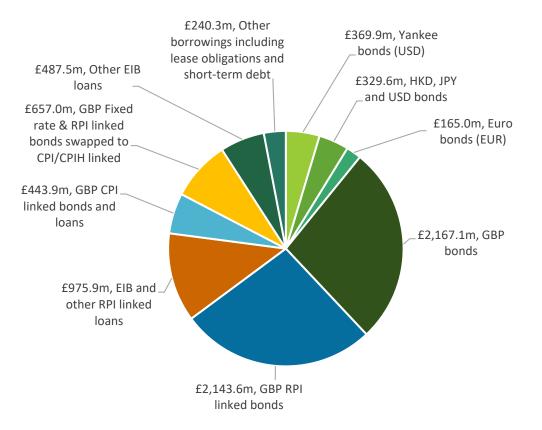
### Household debtors reconciliation

As at	31 March	31 March
£m	2022	<b>2021</b> <sup>1</sup>
Household net debtors	73.1	77.6
Household accrued income	46.4	69.4
Non household net debtors	1.1	0.6
Non household accrued income	58.2	52.6
Other sundry net debtors	46.1	23.5
Total net debtors (including related parties)	224.9	223.7
Less related party debtors	(39.9)	(40.4)
Less total accrued income	(74.7)	(87.9)
Net debtors per UUW statutory accounts	110.3	95.4
Aged debt profile - Household net debtors		
Debt aged <1 year	68.7	65.6
Debt aged 1-2 years	4.4	12.0
Debt aged >2 years	-	-
Total	73.1	77.6

<sup>1</sup> Presentation of reconciliation has been updated to provide further granularity, prior year numbers have therefore been re-presented

### Financing and liquidity at 31 March 2022

Gross debt = £7,979.8m

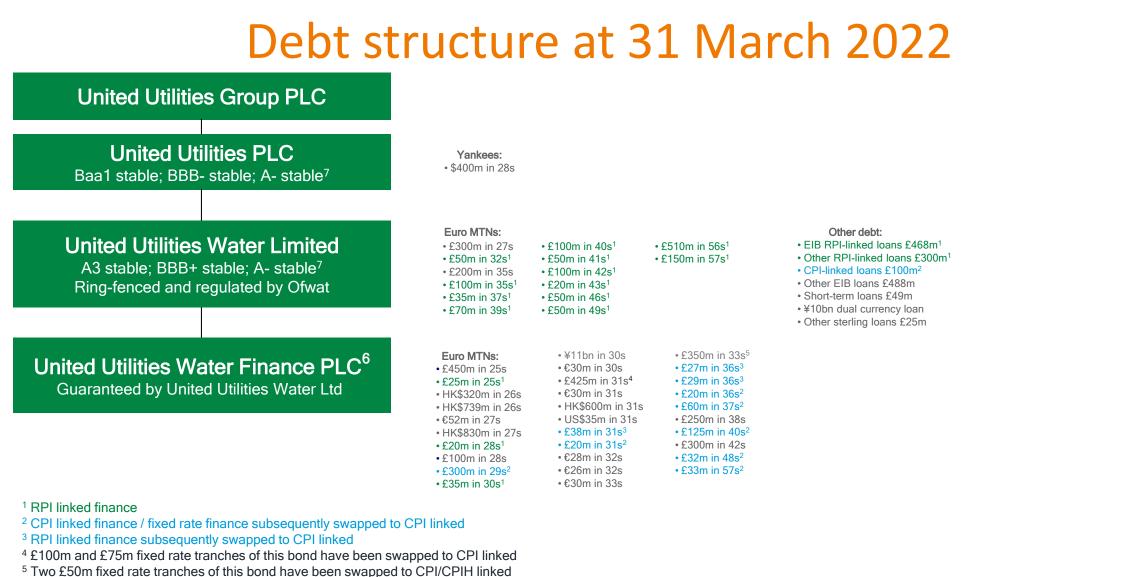


### Headroom / prefunding = £635.4m

	£m
Cash and short-term deposits <sup>1</sup>	240.9
Medium-term committed bank facilities <sup>2</sup>	700.0
Short-term debt	(70.0)
Term debt maturing within one year	(235.5)
Total headroom / prefunding	635.4

<sup>1</sup> Excludes £99.8m net proceeds from a £100m 8-year term loan facility executed on 22 April 2022

<sup>2</sup> Excludes £50m of new facilities executed for a 5-year term on 19 April 2022 plus £100m of facilities maturing within one year.

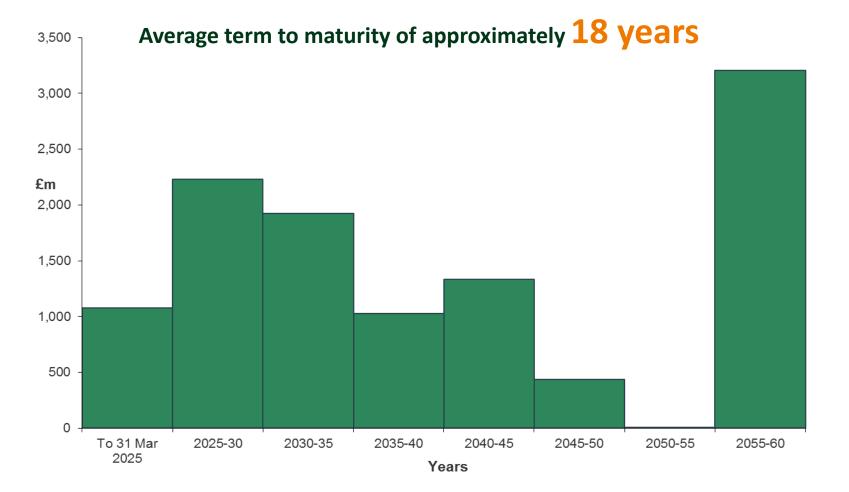


<sup>6</sup> United Utilities Water Finance PLC (UUWF) is a financing subsidiary of United Utilities Water Limited (UUW) established to issue new listed debt on behalf of UUW. Notes issued by UUWF are unconditionally and irrevocably guaranteed by UUW and are rated in line with UUW's credit ratings

<sup>7</sup> Senior unsecured debt ratings published by Moody's; Standard & Poor's; Fitch respectively

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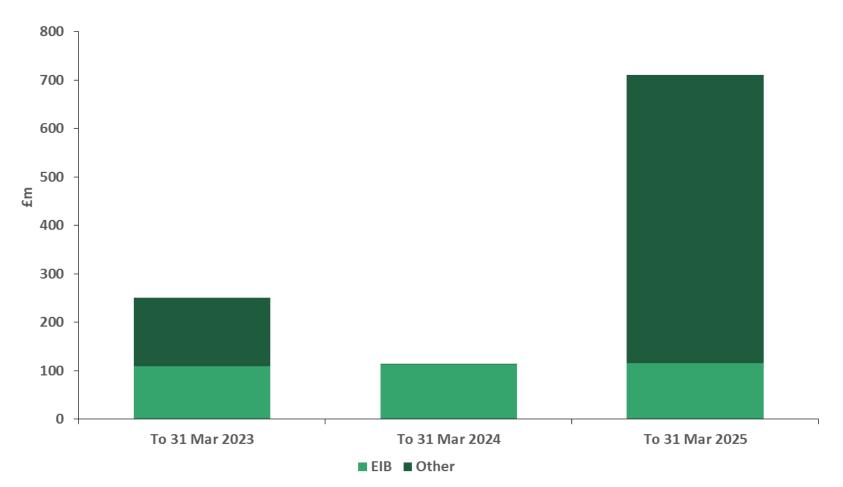
### Term debt maturity profile as at 31 March 2022<sup>1</sup>



<sup>1</sup> Future repayments of index-linked debt include RPI/CPI/CPIH market derived forecasts out to 2026, subsequently transitioning to an average annual RPI rate of 3% and an average annual CPI/CPIH rate of 2% United

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## AMP7 maturity profile

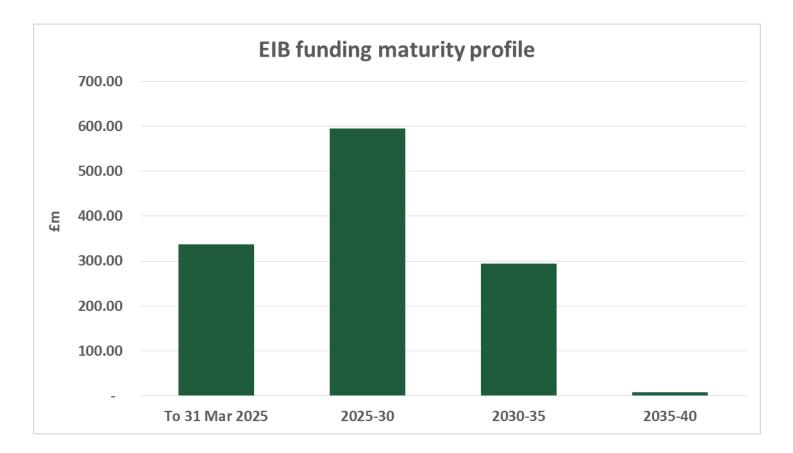


#### <u>Notes</u>

Future repayments of RPI linked debt include market derived forecasts out to 2026, subsequently transitioning to an average annual RPI rate of 3%

Light green areas represent EIB debt maturing whereas dark green areas represent other debt maturing.

# EIB funding maturity profile



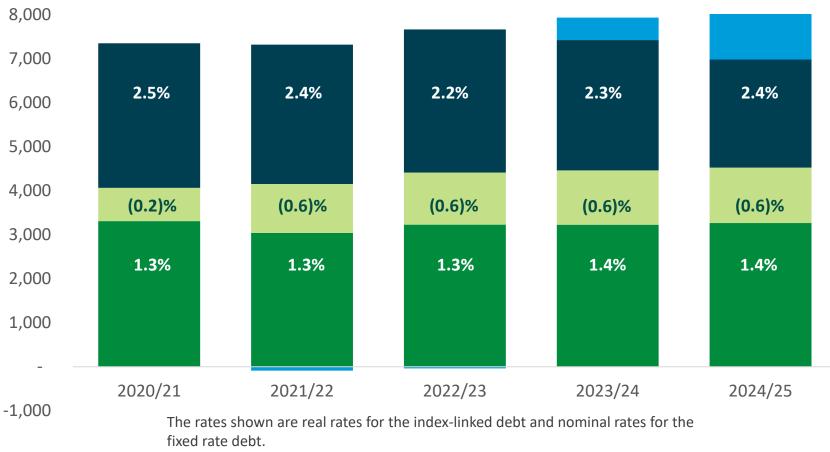
#### <u>Notes</u>

Future repayments of EIB RPI linked debt include market derived forecasts out to 2026, subsequently transitioning to an average annual RPI rate of 3%

### Financing performance

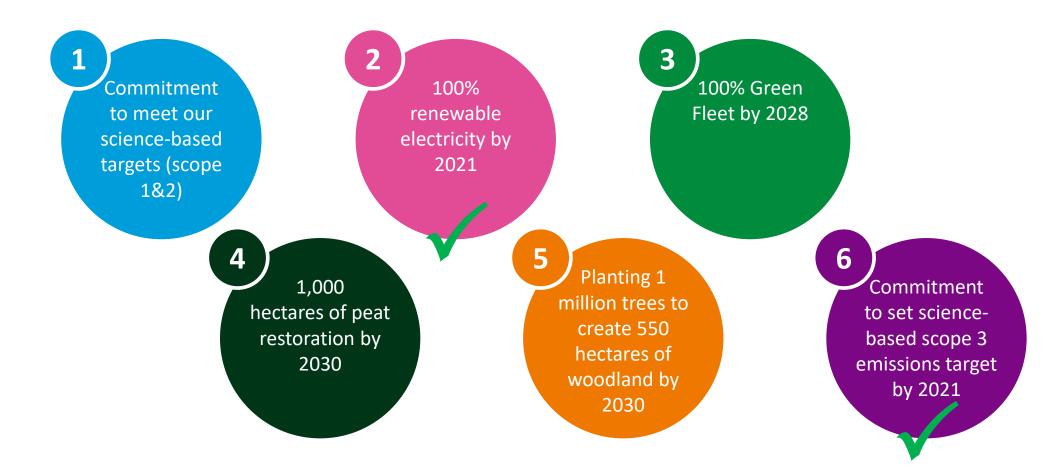
### Existing debt locked in at rates favourable to the AMP7 allowed cost of embedded debt

■ RPI-linked ■ CPI-linked ■ Fixed ■ Floating



Floating rate debt will be progressively fixed in line with 10 year reducing balance hedging policy.

### Commitment to net zero by 2030



Further detail on our approach to climate change can be found in the Task Force on Climate-related Financial Disclosure (TCFD) report within our 2022 Annual Report