United Utilities

Annual Performance Reports 2024/25 Additional regulatory information commentaries for tables

July 2025

United Utilities

Water for the North West

Executive Summary

This document is designed to support and provide commentary on the data tables within UUW's 2024/25 Annual Performance Report (APR), including the Blind Year Reconciliation Past Delivery tables.

Tables 3A to 11A of the APR contain information on performance and the allocation of expenditure to different investment categories. They also contain information on the drivers of expenditure, such as population served or asset capacities.

Assurance

As set out in the Final Assurance Plan that is published at:

https://www.unitedutilities.com/globalassets/documents/pdf/final-assurance-plan-2024-25

We have applied a three lines of assurance review and governance approach.

Data has been subject to data owner, responsible, accountable, and executive manager sign-off as appropriately identified through risk assessment. In addition to this independent audit/peer review of supporting information and audit trails has also taken place.

The regulatory reporting process was reviewed by United Utilities Corporate Audit. The audit covered the following areas, with no issues being noted:

- The validity consistency of the data reported in Sections 3 and 4 of the Annual Performance Report. This included sample testing to agree data back to underlying UUW records and systems;
- Consistency of the commentary with the underlying data within the APR;
- Compliance of the reported data in the APR with key aspects of Regulatory Guideline 3.15 "Guideline for the format and disclosures for the annual performance report";
- Overall governance arrangements in place to ensure the regulatory data is complete and accurate and reported in line with the required timescales;
- Confirmation that assurance activities detailed in UUW's published 2024/25 Assurance Plan have been completed in line with the plan; and
- Review the proposed Assurance Report (to be published along with the Annual Performance Report 2024/25) to ensure it is a fair reflection of the associated assurance activities and results thereof.

The data within this submission was also added to the scope of the assurance review undertaken by our technical auditor Sajid Hussain from Jacobs Limited. Jacobs undertook an agreed upon procedures review and concluded that:

- Our processes and internal systems of control are sufficient to meet your regulatory obligations;
- Our processes for reporting performance commitments are in line with the guidance and exclusions have been correctly applied; and
- We have appropriate systems and processes in place to identify, manage and review your risks.

The results and findings from the review and assurance processes were presented to and discussed with the UUW Board, as part of its review and approval of the Annual Performance Report in June 2025.

The findings of the Jacobs review and the findings of the second line review undertaken by UU Corporate Audit are included within Appendix 1 of our APR, which is published on our website.
https://www.unitedutilities.com/globalassets/documents/pdf/united-utilities-annual-performance-report-2024-25

Contents

Table 3A Outcome Performance – Water Performance Commitments (financial)

Section 1.1 of the main APR document contains further details on our Water performance commitments with financial incentives. This section outlines how we have performed this year and the number of performance commitments that have been achieved.

unitedutilities.com/globalassets/documents/pdf/united-utilities-annual-performance-report-2024-25

In Appendix 1 of our main APR document we set our approach to assurance. This also includes details of how we regularly share information about our performance with our YourVoice panel.

Appendix 3 of our APR also outlines which performance commitments require a non-standard calculation or are end of period reconciliation performance commitment. Three measures are included in Table 3A.'Abstraction Incentive Mechanism (AI)', Improving the water environment and Per Capita Consumption (PCC). For PCC we set out the out or underperformance for each year of AMP7.

Table 3B Outcome Performance – Wastewater Performance Commitments (financial)

Section 1.1 of the main APR document contains further details on our wastewater performance commitments with financial incentives. This section outlines how we have performed this year and the number of performance commitments that have been achieved.

unitedutilities.com/globalassets/documents/pdf/united-utilities-annual-performance-report-2024-25

Appendix 3 of our APR also outlines which Performance Commitments require a non-standard calculation or are end of period reconciliation performance commitments Two measures are included from Table 3B – Recycling Biosolids, Better Air Quality, Manchester and Pennine resilience, Successful delivery of the direct procurement of Manchester and Pennine resilience, Pre-procurement incentive for HARP, and Protecting the environment from growth and development. For Manchester and Pennine resilience, Successful delivery of the direct procurement of Manchester and Pennine resilience, Pre-procurement incentive for HARP, and Protecting the environment from growth and development we set out the out or underperformance for each year of AMP7.

For our 'Improving the water environment' and 'Improving river water quality' performance commitments, the Environment Agency (EA) confirm that schemes have been satisfactorily completed in the AMP7 WINEP. We consider this position as definitive and then fully align our reporting to this position. As described in Appendix 1 of the 2024/25 APR the WINEP is saved on Defra's SharePoint site:

https://defra.sharepoint.com/teams/Team843/WINEP/Forms/AllItems.aspx

Table 3C Customer Measure of Experience (C-MeX) table

Section 1.1 of the main APR document contains further details on our Customer Measure of Experience (C-MeX) performance commitment. This section outlines how we have performed this year and contains details on our customer satisfaction surveys and results.

unitedutilities.com/globalassets/documents/pdf/united-utilities-annual-performance-report-2024-25

Table 3D Developer Measure of Experience (D-MeX) table

Table 3D

Line 3D.1 – Qualitative Component Annual Results, Line 3D.2 – Quantitative Component Annual Results, Line 3D.3 – D-MeX Score, Line 3D.4 – Developer Services Revenue (Water) and Line 3D.5 – Developer Services (Wastewater)

We have no comments for these lines.

Table 3D

Line 3D S1.1 Pre-development enquiry – reports issued within target, Line 3DS3.1 Sewer requisition design – offers issued within target, Line 3D, S4.1 Sewer requisition – constructed and commissioned within agreed extension

Line 3D.W1 – W1.1 – Pre-development enquiry – reports issued within target – 21 days (Non-statutory), Line 3D.W2 – S3.1 Sewer requisition design – offers issued within target, Line 3D.W3 – S4.1 Sewer requisition – constructed and commissioned within agreed extension,

We have no comments for these lines.

Line 3D.W4 – S7.1 Adoption legal agreement – draft agreements issued within target.

We did not have any transactions for this measure in the reporting period.

Line 3D.W5 – SAM - 3/1 Execute Adoption Agreement (Stage 3) – Sewerage Company – SAM – 3/1 – Update draft Agreement, Line 3D.W6 – SAM - 4/1 Customer notifies of construction start date and requests inspections

(Stage 4) – Sewerage Company – SAM – 4/1 Inspections & construction period, Line 3D.W7 – SLPM - 2/2b Design Self-Laid Main (Stage 2) – Water Company – SLPM - S2/2b – Water Company to Provide design acceptance and Line 3D.W8 – SLPM – S1/2 POC (Stage 1C) – Water Company – SLPM – S1/2 – Review PoC proposal.

We have no comments for these lines.

Line 3D.W9 – SLPM - S2/2a Design Self-Laid Main (Stage 2) – Water Company – SLPM - S2/2a – Provide design
We did not have any transactions for this measure in the reporting period.

Line 3D.W10 - SLPM – S3 Execute Water Adoption Agreement (Stage 3) – Water Company – SLPM – S3 – Review / revise Water Adoption Agreement, Line 3D.W11 - SLPM – S4/1 Delivery Date (Stage 3 / 4) – Water Company –

SLPM – S4/1 – Source of Water Delivery Date, Line 3D.W12 - SLPM – S5/1a Connect Self-Laid Main – (Stage 5) – Water Company – SLPM – S5/1a – Review request and carry out Final Connection, Line 3D.W13 - SLPM – S7/1 Make Service Connections (Stage 7 – Part 2) – Water Company – SLPM – S7/1 – Validate notification and provide consent to progress with connection, Line 3D.W14 - SN2.2 per cent Bulk discharge offer letters issued to the applicant within target period,

We have no comments for these lines.

Line 3D.W15 - SN4.1 per cent of main laying schemes constructed and commissioned within the target period

We did not have any transactions for this measure in the reporting period.

Line 3D.W16 - W1.1 Pre-development enquiry – reports issued within target, Line 3D.W17 - W17.1 Mains diversions (without constraints) - quotations within target, Line 3D.W18 - W17.2 Mains diversions (with constraints) - quotations within target, Line 3D.W19 - W18.1 Mains diversions - construction/commissioning within target.

We have no comments for these lines.

Line 3D.W20 - W20.1 Self-lay Point of Connection report < 500 plots etc - reports issued within target, Line 3D.W21 - W21.1 Self-lay Point of Connection reports >500 plots etc - reports issued within target, Line

We did not have any transactions for this measure in the reporting period.

Line 3D.W22 - W23.1 Self-lay design and terms request <500 plots etc - quotations within target.

We have no comments for these lines.

Line 3D.W23 - W24.1 Self-lay design and terms request >500 plots etc - quotations within target, Line 3D.W24 - W26.1 Self-lay water for pressure/bacteriological testing - provided within target, Line 3D.W25 - W27.1 Self-lay permanent water supply - provided within target. Line

We did not have any transactions for this measure in the reporting period.

3D.W26 - W3.1 s45 quotations - within target

We have no comments for these lines.

Line 3D. W27 - W30.1 Self-lay plot references and costing details - issued within target

We did not have any transactions for this measure in the reporting period.

Line 3D.W28 - W4.1 s45 service pipe connections - within target, Line 3D.W29 - W6.1 Mains design <500 plots - quotations within target, Line 3D.W30 - W7.1 Mains design >500 plots - quotations within target, Line 3D.W31 - W8.1 Mains construction within target, Line 3D.W32 - WN1.1 per cent of confirmations issued to the applicant within target period, Line 3D.W33 - WN2.2 per cent Bulk supply offer letters issued to the applicant within target period

We have no comments for these lines.

Line 3D.W34 - WN4.1 per cent of main laying schemes constructed and commissioned within the target period

We did not have any transactions for this measure in the reporting period.

Line 3D.W35 - WN4.2 per cent of testing supplies provided within target period, Line 3D.W36 - WN4.3 per cent of permanent supplies made available within the target period

We have no comment for this line.

Table 3E Outcome Performance – Non-Financial Performance Commitments

Section 1.1 of the main APR document contains further details on our non-financial performance commitments and our overall performance in terms of the number that have been achieved this year.

https://www.unitedutilities.com/globalassets/documents/pdf/united-utilities-annual-performance-report-2024-25

Table 3F Underlying Calculations for Common Performance Commitments – Water and Retail

See section 1.1 of the main APR document for further details on outcome performance:

https://www.unitedutilities.com/globalassets/documents/pdf/united-utilities-annual-performance-report-2024-25

Performance Commitments set in Standardised Units - Water

Line 3F.1 – Mains Repairs – Reactive, Line 3F.2 – Mains Repairs – Proactive and Line 3F.3 – Mains Repairs

We have no comment for this line.

Line 3F.4 – Per Capita Consumption (PCC)

We have no comment for this line.

Performance Commitments Measured against a Calculated Baseline

Line 3F.5 – Leakage

Our baseline performance can be found on page 265 of United Utilities' 2019-20 APR.

United Utilities - Annual Performance Reports 2015-2020

Line 3F.6 – Per Capita Consumption (PCC)

Our baseline performance can be found on page 269 of United Utilities' 2019-20 APR.

United Utilities - Annual Performance Reports 2015-2020

Water Supply Interruptions

Line 3F.7 – Water Supply Interruptions

We have no comment for this line.

Unplanned Outage

Line 3F.8 – Unplanned Outage

Our independent technical auditor Jacobs confirms that we are compliant with the requirement to physically test peak week production capacity of our works over a five year period.

Priority Services for Customers in Vulnerable Circumstances

Line 3F.9 – Priority Services for Customers in Vulnerable Circumstances

Data in Column 23 from Table 4R.19 plus properties using only wastewater services 88,839.

Table 3G Underlying Calculations for Common Performance Commitments – Wastewater

Line 3G.1 – Internal Sewer Flooding – Customer Proactively Reported, Line 3G.2 – Internal Sewer Flooding – Company Reactively Identified (i.e. neighbouring properties) and Line 3G.3 – Internal Sewer Flooding

988 internal flooding incidents (2.83 normalised) are coded as being found by other than onsite investigation in 2024/25 which is 81per cent of all incidents.

230 internal flooding incidents (0.66 normalised) are coded as being found by onsite investigation for 2024/25 which is 19 per cent of all incidents. This is a decrease compared to the previous year

We have reported 1,218 incidents in this financial year which is a decrease compared to 1,509 in 2023/24

Line 3G.4 – Pollution Incidents

Data in Column 4 is sewer length reported in Water and Sewerage Company Environmental Performance Assessment (EPA) Methodology (version 9), Table 2.

Line 3G.5 – Sewer Collapses

We have no comments for this line.

Table 3H Summary information on Outcome Delivery Incentive Payments

Initial Calculation of in-period Revenue Adjustment by Price Control

This is a calculated table.

Initial Calculation of end of period Revenue Adjustment by Price Control

This is a calculated table. Further details of the performance commitments which are reconciled at the end of period for 2024/25 can be found in the APR section 1.1 and in Appendix 3.

Table 3I Supplementary Outcomes Information

Unplanned or planned Outage

Line 3I.1 – Planned Outage

We have no comments for this line.

Risk of Severe Restrictions in Drought

Line 3I.2 – Risk of Severe Restrictions in Drought

We have no comments for this line.

Risk of Sewer Flooding in a Storm

Line 3I.3 – Risk of Sewer Flooding in a Storm

We have no comments for this line.

Sewer collapses

Line 3I.4 – Number of patch repairs or relining undertaken on sewer and not included in reported sewer collapses

As we describe in Section 1.1 of the main APR document, we continue to develop and implement a wide variety of schemes and initiatives to improve our sewer collapse performance. These include the promotion of less disruptive ‘no-dig’ techniques for repairing sewers which are all reported within this line.

Table 4A Water bulk supply information for the 12 months ended 31 March 2025

Line 4A.1 – 4A.26 Bulk supply export volumes

The volume of raw water exported from Heronbridge has increased in the reporting year reflecting higher demand from Dwr Cymru. There has again been an increase in the number of exports this year associated with New Appointments and Variations (NAVs) and new developments which we expect to continue.

Sitch Lane and Llanforda have nil values due to them being emergency supply sites which are rarely used.

Line 4A.27 – 4A.52 Bulk supply import volumes

Import volumes have increased by c.22Ml on the previous reporting year.

Note that there are supplies that have been recorded on the Bulk Supply Register for which no services have yet been provided in this year or in the prior year. For supplies where no operating costs have been incurred, they have been excluded from table 4A.

Table 4F Major project expenditure for wholesale water by purpose for the 12 months ended 31 March 2025

Major project capital expenditure by purpose

In accordance with RAG 4.13 Section 16.1, there are four projects which meet the definition of a major projects. This includes:

- Manchester and Pennine Resilience direct procurement for customers (DPC) project (Line 4F.1)
- Strategic water resource projects, comprising of Water Trading - Joint Transfer (line 4F.2), Water Trading - UU Sources (line 4F.3) and Water Trading - Vyrnwy Aqueduct (line 4F.4)

Line 4F.11 – Total major project capital expenditure

Total major project capital expenditure for Wholesale Water is £0.997 million lower in 2024/25 compared to 2023/24, reflecting progression of the projects. Water Resources has seen a reduced level of expenditure of £1.584 million which is primarily attributable to the water trading Joint Transfer and UU Trading schemes, which is partially offset by a higher level of expenditure on the Manchester and Pennine Resilience DPC project within Treated Water Distribution of £0.588 million.

No major projects include a green recovery scheme element.

Major project operating expenditure by purpose

There is no operating expenditure associated with major projects for Wholesale Water in 2024/25.

Table 4G Major project expenditure for wholesale wastewater by purpose for the 12 months ended 31 March 2025

Major project expenditure by purpose – Capital and operating expenditure

There are no projects in Wholesale Wastewater which meet the definition of a major project as per RAG 4.13 Section 16.1.

Table 4L Enhancement expenditure for the 12 months ended 31 March 2025 - water resources and water network+

In accordance with RAG 4.13 section 4.46, cumulative expenditure and cumulative allowed expenditure on all schemes are reported in report year prices. Costs from previous years have been inflated using financial-year average CPIH.

All totex lines contained within this table are calculated values.

EA/NRW environmental programme (WINEP/NEP)

Line 4L.1 Ecological improvements at abstractions (capex)

This line has been populated with capital expenditure linked to programmes that are driven by statutory obligations agreed with the Environment Agency and included in the National Environment Programme.

The increased levels of expenditure in the period 2024/25 is primarily due to expenditure on the Eels and Elvers - River Lune at Caton project.

Cumulative expenditure is below cumulative allowed expenditure on all schemes 2020-25 (AMP7 only) due to savings across the programme.

Line 4L.2 Ecological improvements at abstractions (opex)

This line has been populated with operating expenditure linked to programmes that are driven by statutory obligations agreed with the Environment Agency and included in the National Environment Programme.

The increased levels of expenditure in the period 2024/25 are mainly in relation to infrastructure removal schemes, and the spend profile associated with these schemes.

Line 4L.4 Eels Regulations (measures at intakes) (capex)

The increased levels of expenditure in the period 2024/25 is primarily due to increased activity on the Eel Regs River Lune at LCUS (Halton) and Eel Regs sites under investigation River Dee (Huntington) schemes.

Cumulative expenditure is greater than the cumulative allowed expenditure on all schemes 2020-25 (AMP7 only) primarily due to expenditure on AMP6 Eels and Elvers schemes not included in the FD allowance.

Line 4L.7 Invasive Non-Native Species (capex)

There is a small amount of expenditure relating to the Invasive Non-Native Species (INNS) Raw Water Transfer Mitigation Trial project.

Cumulative expenditure is lower than the cumulative allowed expenditure on all schemes 2020-25 (AMP7 only) due to lower levels of expenditure on the INNS Investigations Pathways Option Appraisal scheme.

Line 4L.10 Drinking Water Protected Areas (schemes) (capex)

No capital expenditure has been incurred on this line in the 2024/25 period.

Line 4L.11 Drinking Water Protected Areas (schemes) (opex)

There is a decrease in year reflecting the spend profile of these schemes (higher spend earlier in the AMP).

Line 4L.16 Investigations (capex)

There is a small amount of expenditure in this line associated with investigations in the AMP7 period.

There is £2.060 million of expenditure in the period 2024/25 attributable to the AMP8 transition programme; an increase of £1.917 million above the expenditure reported in the period 2023/24. The AMP8 transition expenditure in the reporting period includes the algae/geosmin investigations and water management investigations.

Line 4L.17 Investigations (opex)

The costs in relation to investigations has increased year on year as a result of the annual spend profile, and an over-accrual in 2022/23 (reversed in 2023/24 resulting in a credit for that year).

Supply-demand balance

Line 4L.20 Supply-side improvements delivering benefits in 2020-2025 (capex)

This programme is now complete.

There is no specific cumulative allowed expenditure on all schemes 2020-25 (AMP7 only) for this line. However, actual expenditure has been incurred which is largely attributable to the new Williamsgate water treatment works, in relation to the West Cumbria Future Strategy project.

Line 4L.23 Demand-side improvements delivering benefits in 2020-2025 (excl leakage and metering) (capex)

The increased level of expenditure in the year is wholly attributable to the completion the West Cumbria Future Strategy.

Line 4L.24 Demand-side improvements delivering benefits in 2020-2025 (excl leakage and metering) (opex)

No spend in 2024/25 compared to prior year spend attributable to the West Cumbria Future Strategy.

Line 4L.25 Demand-side improvements delivering benefits in 2020-2025 (excl leakage and metering) (totex)

There is no specific cumulative allowed expenditure on all schemes 2020-25 (AMP7 only) for this line, however actual expenditure has been incurred. The reported cumulative expenditure is primarily associated with the delivery of the West Cumbria Future Strategy project and the Alston and Spade Mill transfer pipeline. The West Cumbria Future Strategy project is reported as demand-side enhancement as it is a major capital project to resolve the forecast critical period and dry run year supply demand deficit in West Cumbria. In AMP7, the remaining work has been associated with the treated water distribution network, which involved laying new network and slip-lining our existing distribution network across the West Cumbria region. The Alston and Spade Mill transfer pipeline was also designed to support demand management within the network.

Line 4L.28 Leakage improvements delivering benefits in 2020-2025 (totex)

These schemes are primarily associated with logging activity and interventions designed to enhance the management of the network.

Consistent with the 2022/23 query response UUW-APR-CA-001, we have reported expenditure required to meet PR19 leakage targets as enhancement spend. This investment is delivering a significant improvement in service, 15 per cent on PR14 levels, which meets the definition of enhancement expenditure in RAG 4.13:

- 15.3 - "*Enhancement expenditure is generally where there is a permanent increase or step change in the current level of service to a new "base" level and/or the provision to new customers of the current service level.*".

This expenditure does not meet the definition of base expenditure which refers to 'maintaining the current level of service'. At PR19, we also claimed that meeting stretching leakage targets in AMP7 would require enhancement expenditure – the fact that Ofwat did not allow UUW to recover those costs as (additional) enhancement expenditure does not lessen the validity of these costs being enhancement expenditure. Our approach is also consistent with CMA's position on leakage enhancement expenditure.

Line 4L.31 Internal interconnectors delivering benefits in 2020-2025 (totex)

There has been a reduction in the level of expenditure of £4.357 million in the 2024/25 period. This is wholly attributable to lower levels of activity on the West East Link Main (WELM) 150 Project.

Cumulative expenditure is below cumulative allowed expenditure on all schemes 2020-25 (AMP7 only), which is attributable to lower levels of activity and costs on the West East Link Main (WELM) 150 internal interconnector project.

Line 4L.34 Supply demand balance improvements delivering benefits starting from 2026 (totex)

There is no expenditure associated with supply demand balance improvements starting from 2026.

Line 4L.37 Strategic regional water resources (totex)

The expenditure in this line relates to the three regional water resource projects:

- Joint transfer
- UU sources
- Vyrnwy Aqueduct

The strategic project expenditure on these three named Water Resources schemes has been reported in line 4L.35 and listed individually in Table 4F. The expenditure on each of these schemes reflects the activity in the last financial year.

Total major project capital expenditure for Wholesale Water is £0.997 million lower in 2024/25 compared to 2023/24, reflecting progression of the projects. Water Resources has seen a reduced level of expenditure of £1.584 million which is primarily attributable to the water trading Joint Transfer and UU Trading schemes, which is partially offset by a higher level of expenditure on the Manchester and Pennine Resilience DPC project within Treated Water Distribution of £0.588 million.

Strategic regional water resources costs are below the allowance due to changes in deliverables since the FD.

Metering

Line 4L.39 New meters requested by existing customers (optants) (capex)

There has been a minor increase in Free Meter Optants (FMO) reported activity in the year which is consistent with previous year's rising levels of activity.

Line 4L.40 New meters requested by existing customers (optants) (opex)

An additional £300k value has been recognised of opex spend, relating to salesforce software costs incurred due to a change in contract partner.

Line 4L.42 New meters introduced by companies for existing customers (capex)

Consistent with the previous year's reporting, there has been a cost allocation to this line in the 2024/25 period associated with new meters introduced by companies for existing customers and consistency of reporting with Table 6D. There has also been £11.651 million of AMP8 transition expenditure reported in this line, relating to the costs of fitting meter boxes in the 2024/25 period, ready for smart meter installations in AMP8.

Line 4L.45 New meters for existing customers – business (capex)

Consistent with the 2023/24 reporting, there has been a cost allocation to this line in the 2024/25 period associated with new business meters installed for existing customers.

Line 4L.60 Smart Metering

There is no expenditure associated with Smart Metering in the AMP7 period. There is £11.226 million of expenditure in the period 2024/25 attributable to the AMP8 transition programme.

Line 4L.63 Total metering expenditure

Cumulative expenditure to date is higher than the allowed expenditure due to approximately 25,000 of additional metering volume over the 180,000 new meter installs outlined in our PR19 submission, in order to satisfy EA demand requirements. Further overspend is due to increased contractor and pay award costs above the CPIH allowance, and an increased proportion of work requiring external digs (instead of internal fits) leading to increased incremental costs.

Other enhancement

Line 4L.66 Improvements to taste, odour and colour (totex)

The increased levels of expenditure of £38.69m in the period 2024/25 is primarily due to increased levels of activity on the Vyrnwy LDTM AMP7 Lining and Cleaning project which is partly offset by lower levels of spend on the Granulated Activated Carbon (GAC) programme, notably at Castle Carrock WTW and Laneshaw WTW.

Cumulative expenditure is above cumulative allowed expenditure on all schemes 2020-25 (AMP7 only), primarily associated with expenditure on the Vyrnwy LDTM AMP7 Lining and Cleaning and the Trunk Mains Cleaning programme. This line is also capturing additional expenditure relating to further reducing Taste, Smell and Appearance issues for our customers, this includes a programme of cast iron mains replacement. These are additional enhancement programmes that were not part of our PR19 submission.

Line 4L.67 Addressing raw water deterioration (grey solutions) (capex)

The lower level of expenditure in the 2024/25 period is wholly attributable to an Engineering study.

Cumulative expenditure is below cumulative allowed expenditure on all schemes 2020-25 (AMP7 only) reflecting lower levels of activity in this programme than planned.

Line 4L.72 Addressing raw water deterioration (green solutions) (totex)

Expenditure in this line is attributable to the Catchment Peatland Restoration project and is reported in the total green recovery line of 4S.1 Accelerating partnerships to deliver natural solutions.

Line 4L.81 Enhancing resilience to low probability high consequence events (totex)

The increased levels of spend of £4.056 million in the 2024/25 period is primarily associated with third party expenditure incurred on the Chester Resilience project and higher levels of activity in the year on the delivery of the M6 Standish Main project.

Cumulative expenditure is below cumulative allowed expenditure on all schemes 2020-25 (AMP7 only), primarily due to lower levels of expenditure on the funded HA T02 Hallbank Tunnel Refurbishment project.

Line 4L.85 Lead communication pipes replaced or relined for water quality (capex)

There has been a minor reduction in the 2024/25 period reflecting the delivery in the year on the lead and/or common supply pipe replacement scheme (LCSP).

Line 4L.89 Other lead reduction related activity (opex)

Other lead reduction activity relates to grant payments made to customers as part of our Lead ODI scheme. The reduction in expenditure relates to lower number of eligible customers applying for the scheme.

Line 4L.93 Meeting lead standard (totex)

Our cumulative expenditure exceeds our cumulative allowed expenditure due to higher activity volumes in relation to our lead communication pipe replacement ODI scheme. Under the performance commitment for lead communication pipe replacement, we were granted an incentive rate of £1,120 (17/18 prices) which is equivalent to a replacement cost of £2,240 (17/18 prices) or £2,881 in real terms (24/25 prices).

Our actual unit cost for the work completed in AMP7 to date is £2,729 (24/25 prices) and below the real allowed unit cost.

Line 4L.94 Security – SEMD (capex)

This line includes expenditure required to comply with security enhancement obligations under the Security and Emergency Measures Direction (SEMD). The increased levels of spend of £1.131 million in the period 2024/25 is wholly associated to investment at Watchgate WTW. This programme is now complete.

There is no specific cumulative allowed expenditure on all schemes 2020-25 (AMP7 only) for this line. The reported cumulative expenditure is primarily due to carry over from AMP6, together with the unfunded investment at Watchgate WTW in the current reporting year.

Line 4L.100 Innovation Competition (capex)

This reporting line includes expenditure incurred on projects awarded as part of the innovation competition fund. For 2024/25 these include the Mainstreaming Nature Based Solutions and Catchment Systems Thinking Cooperative projects.

Line 4L.101 Innovation Competition (opex)

Expenditure incurred on projects awarded as part of the innovation competition fund, for 2024/25 there was no in year expenditure.

Line 4L.102 Concessionary Supplies (capex)

The expenditure relates to a DWI regulatory commitment to improve the water supply at a number of Concessionary Supply sites. This meets the definition of enhancement as it increases the current level of service being provided to these sites. This is consistent with AMP6 reporting, where investment in Concessionary Supplies has been classified as enhancement. This programme is now complete. There is no specific cumulative allowed expenditure on all schemes 2020-25 (AMP7 only) for this line.

Table 4M Enhancement expenditure for the 12 months ended 31st March 2025 - wastewater network+ and Bioresources

In accordance with RAG 4.13 section 4.54, cumulative expenditure and cumulative allowed expenditure on all schemes are reported in report year prices. Costs from previous years have been inflated using financial-year average CPIH.

The incremental operating costs from the capital schemes, whether positive or negative, have been included against the relevant programme.

All totex lines contained within this table are calculated values.

EA/NRW environmental programme (WINEP/NEP)

Line 4M.1 Conservation drivers (capex)

There is no expenditure in the 2024/25 period associated with Conservation drivers.

Cumulative expenditure is lower than cumulative allowed expenditure on all schemes 2020-25 (AMP7 only), representing an efficiency on this line with the Leigh project spend in the AMP being below the FD allowance.

Line 4M.6 Event Duration Monitoring (EDM) at intermittent discharges (totex)

The reduced levels of expenditure in the period 2024/25 is primarily due to completion of the AMP7 event duration monitoring programme.

Cumulative expenditure is above cumulative allowed expenditure on all schemes 2020-25 (AMP7 only) reflecting the additional cost incurred in the programme in the earlier years of the AMP, notably the impact of almost £1 million of carry over from AMP6 in the early years of AMP7.

Line 4M.9 Flow monitoring at sewage treatment works (totex)

There has been a reduction in the level of expenditure of £1.797 million in the 2024/25 period. This is primarily attributable to lower levels of activity on the MON4 Flow Meters - AMP7 Project.

Cumulative expenditure is greater than cumulative allowed expenditure on all schemes 2020-25 (AMP7 only) which is wholly attributable to higher expenditure throughout AMP7 on the MON4 Flow Meters project.

There is £0.792 million of expenditure in the period attributable to the AMP8 transition programme.

Line 4M.12 Schemes to increase flow to full treatment (totex)

There is no capital expenditure in the 2024/25 period associated with schemes to increase flow to full treatment.

Cumulative expenditure is below cumulative allowed expenditure on all schemes 2020-25 (AMP7 only) due to revisions to the enhancement driver allocations on the Burnley WwTW - WFD - AMP7 project. The costs associated with this scheme are now reported against line 4M.37 Phosphorus removal. Additionally project Dearham WwTW AMP6 S&D is now reported against 4M.14 Schemes to increase storm tank capacity below.

The increased spend in the 2024/25 period is primarily due to the delivery of the Burnley WwTW enhancement project.

Line 4M.13 Schemes to increase storm tank capacity (capex)

The increased levels of expenditure of £36.330 million in the period 2024/25 is primarily due to higher levels of activity on a number of high value schemes, particularly Bolton WwTW, Green Recovery Bury WwTW Storm Tanks and Newbiggin WwTW. These increases have been partly offset by lower levels expenditure in the year on projects such as Burnley WwTW - WFD - AMP7.

Cumulative expenditure is above cumulative allowed expenditure on all schemes 2020-25 (AMP7 only) due to increased costs on a number of high value schemes, for example Bolton WwTW, together with the impact of almost £17 million of unfunded carry over from AMP6 in the early years of AMP7.

This line includes £7.449 million of green recovery expenditure associated with Sustainable Drainage Solutions which is included in the total green recovery line of 4T.1 Accelerating partnerships to deliver natural solutions, and £10.065 million of green recovery expenditure associated with investment at Bury which is included in the total green recovery line of 4T.4 AMP8 WINEP Investments at Bury.

There is £37.210 million of expenditure in the period 2024/25 attributable to the Accelerated Programme and £10.636 million of expenditure in the period attributable to the AMP8 transition programme. This represents a respective increase of £34.035m and £10.561m of expenditure above that reported in the period 2023/24.

Line 4M.14 Schemes to increase storm tank capacity (opex)

Expenditure in this line is higher in the 2024/25 period reflecting the full year impact of projects completed in the previous year plus mainly Burnley, Carlisle and Castleton coming into use in 2024/25.

Line 4M.18 Schemes to provide additional effective storage at sewage treatment works through green infrastructure (totex)

There is no expenditure associated with schemes to provide additional effective storage at sewage treatment works through green infrastructure.

Line 4M.19 Storage in the network to reduce spill frequency at CSOs etc (grey solutions) (capex)

The increased levels of expenditure of £14.568 million in the period 2024/25 is primarily due to increased levels of activity on a number of high value schemes in the Bolton and Bury catchments.

This line includes £9.014 million of green recovery expenditure associated with investment at Bury and is included in the total green recovery line of 4T.4 AMP8 WINEP Investments at Bury.

There is £38.609 million of expenditure in the period 2024/25 attributable to the Accelerated Programme and £6.101 million of expenditure in the period attributable to the AMP8 transition programme. This represents a respective increase of £25.028 million and £6.081 million of expenditure above that reported in the period 2023/24.

Line 4M.20 Storage in the network to reduce spill frequency at CSOs etc (grey solutions) (opex)

Expenditure in this line is higher in 2024/25 period due to projects at multiple sites (including sites at Bolton, Bury and Wigan) coming into use during the year.

Line 4M.22 Effective storage in the network to reduce spill frequency at CSOs etc (green solutions) (capex)

There is no expenditure in the 2024/25 period associated with effective storage in the network to reduce spill frequency at CSOs (green solutions).

There is £0.032 million of expenditure in the period 2024/25 attributable to the Accelerated Programme and £0.094 million of expenditure in the period attributable to the AMP8 transition programme.

Line 4M.25 Total for storage schemes in the network to reduce spill frequency at CSOs etc (grey + green) (totex)

Cumulative expenditure is greater than cumulative allowed expenditure on all schemes 2020-25 (AMP7 only) for the total of storage schemes in the network to reduce spill frequency at CSOs (grey + green), primarily due to increased costs on a number of high value schemes. The programme was further challenged by the impact of almost £16 million of unfunded carry over from AMP6 in the early years of AMP7.

Line 4M.28 Chemical removals schemes (totex)

There is no expenditure in the 2024/25 period associated with Chemical removals schemes.

Line 4M.29 Chemicals monitoring/ investigations/ options appraisals (capex)

Expenditure is slightly higher in the 2024/25 period. This is wholly attributable to the CIP3-Quality Investigations project.

There is £1.319 million of expenditure in the period attributable to the AMP8 transition programme. This represents an increase of £0.991 million of expenditure above that reported in the 2023/24 period.

Cumulative expenditure is below cumulative allowed expenditure on all schemes 2020-25 (AMP7 only) due to lower costs incurred in the CIP programme.

Line 4M.32 Nitrogen removal (capex)

There is no expenditure in the 2024/25 period associated with Nitrogen removal schemes.

There is £0.075 million of expenditure in the period attributable to the AMP8 transition programme. This represents an increase of £0.071 million of expenditure above that reported in the 2023/24 period.

Line 4M.35 Phosphorus removal (capex)

Expenditure in this line is higher than in the 2024/25 period reflecting the continued higher levels of activity in the delivery of the AMP7 regulatory projects.

There is £25.792 million of expenditure in the period attributable to the AMP8 transition programme. This represents an increase of £25.079 million of expenditure above that reported in the 2023/24 period.

Cumulative expenditure is above the cumulative allowed expenditure on all schemes 2020-25 (AMP7 only) due to revisions to the enhancement driver allocations on the Burnley WwTW - WFD - AMP7 project. The costs associated with this scheme are now reassigned from the funding line of schemes to increase flow to full treatment above. The programme has been further challenged by the impact of almost £14 million of costs incurred to complete AMP6 projects as shown in table 7F.

Line 4M.36 Phosphorus removal (opex)

Expenditure in this line is higher in the 2024/25 period reflecting the full year impact of projects completed in the previous year plus the many new projects (across 33 sites) coming into use during 2024/25.

Line 4M.38 Reduction of sanitary parameters (capex)

The increased levels of expenditure of £12.483 million in the period 2024/25 is primarily due to increased levels of activity on a number of high value schemes, particularly Mossley WwTW and Green Recovery Bury WwTW Storm

Tanks. The increases being partly offset by lower levels of activity on a range of other AMP7 projects which have finished in the earlier years of the AMP.

This line includes £1.153 million of green recovery expenditure associated with investment at Bury and is included in the total green recovery line of 4T.4 AMP8 WINEP Investments at Bury.

There is £25.792 million of expenditure in the period attributable to the AMP8 transition programme. This represents an increase of £25.079 million of expenditure above that reported in the 2023/24 period.

Cumulative expenditure is above the cumulative allowed expenditure on all schemes 2020-25 (AMP7 only), which is primarily associated with the reallocation of Chipping WwTW - P driver - AMP7 from line Phosphorus removal above and higher costs on other named schemes. The programme has been further challenged by the impact of almost £13m of unfunded carry over from AMP6 in the early years of AMP7.

Line 4M.39 Reduction of sanitary parameters (opex)

Expenditure in this line is higher in the 2024/25 period reflecting the full year impact of projects completed in the previous year plus five new sites coming into use during 2024/25.

Line 4M.41 UV disinfection (or similar) (capex)

There is no expenditure in the 2024/25 period associated with UV disinfection (or similar) schemes.

The lower spend compared to the 2023/24 period is wholly attributable to lower levels of activity on previously high spending projects, notably Carlisle WwTW - Shellfish Waters - AMP7.

Cumulative expenditure is above the cumulative allowed expenditure on all schemes 2020-25 (AMP7 only), primarily due to historic costs associated with the Carlisle WwTW - Shellfish Waters - AMP7 project. The total AMP spend for this project is above the original FD allowance.

Line 4M.42 UV disinfection (or similar) (opex)

Expenditure in this line is higher in the 2024/25 period reflecting the full year impact of projects completed in the previous year plus Carlisle project coming into use during 2024/25.

Line 4M.44 Investigations (capex)

There is minimal variance reported in the 2024/25 period compared to the 2023/24 period.

A total of £1.643 million of green recovery expenditure associated with the Green Recovery ICM models and the Green Recovery SOAF Investigations projects is included in the total green recovery line of 4T.7 Tackling storm overflows.

A total of £0.243 million of green recovery expenditure associated with the Catchment Phosphorus Management - Eden and the Catchment Phosphorus Management – Irwell projects is included in the total green recovery line of 4T.1 Accelerating partnerships to deliver natural solutions.

There is £1.285 million of expenditure in the period attributable to the AMP8 transition programme. This represents an increase of £1.271 million of expenditure above that reported in the 2023/24 period.

Cumulative expenditure is below the cumulative allowed expenditure on all schemes 2020-25 (AMP7 only), representing an efficiency saving against the FD allowance. Key schemes contributing to the lower levels of expenditure in the AMP include INV2 Programme and EnvAct_INV4 Spill Investigations.

Other enhancement

Line 4M.48 Growth at sewage treatment works (excluding sludge treatment) (capex)

Expenditure in this line £5.039 million lower than the 2023/24 period primarily due to lower levels of activity on a number of previously high spending schemes, particularly Leyland WwTW . The remaining variance being associated with lower levels of activity on a range of other AMP7 projects which completed in the earlier years of the AMP.

There is £0.265 million of expenditure in the period attributable to the AMP8 transition programme. This represents an increase of £0.265 million of expenditure above that reported in the 2023/24 period.

Line 4M.53 Reduce flooding risk for properties (totex)

This line includes all expenditure incurred by the company to minimise the risk of flooding within the region.

Line 4M.54 First time sewerage (capex)

Expenditure in this line is lower than in the 2023/24 period primarily due to reduced levels of activity on previously high value schemes, including Crank Road septic tank project, and the completion of other smaller value projects.

Cumulative expenditure is lower than the cumulative allowed expenditure on all schemes 2020-25 (AMP7 only), representing an efficiency saving due to lower levels of activity.

Line 4M.59 Sludge enhancement (quality) (totex)

There is no expenditure associated with Sludge enhancement (quality) schemes in 2024/25.

Line 4M.62 Sludge enhancement (growth) (totex)

There is no expenditure associated with Sludge enhancement (growth) schemes in 2024/25.

Line 4M.65 Odour (totex)

There is no expenditure associated with odour schemes in 2024/25.

Line 4M.68 Enhancing resilience to low probability high consequence events (totex)

There is no expenditure associated with enhancing resilience to low probability high consequence events in 2024/25.

Line 4M.71 Security – SEMD (totex)

There is no expenditure associated with Security – SEMD schemes in 2024/25.

Line 4M.74 Security - Non-SEMD (totex)

There is no expenditure associated with Security - Non-SEMD schemes in 2024/25.

Line 4M.75 NEP Discharge Relocation (capex)

There is no expenditure associated with Discharge Relocation in 2024/25.

There is no specific funding allowance for this line. The low levels of expenditure incurred in the early years of the AMP are wholly attributable to carry over expenditure from AMP6.

Line 4M.77 NEP requirement for bathing water shellfish driver delivered through long sea outfall or increased FTFT (capex)

Expenditure in this line is £2.250 million lower than in the 2023/24 period primarily due to reduced levels of activity on previously high value schemes, including Blackburn & Darwen WwTW Solution, and the earlier completion of other schemes, notably Raby Cote Outfall & Treatment and Morecambe WwTW Catchment Strategy.

Cumulative expenditure is above the cumulative allowed expenditure on all schemes 2020-25 (AMP7 only), primarily due to no funding provision for the Blackburn & Darwen WwTW Solution scheme together with cost allocations to this line from the Morecambe WwTW Catchment Strategy and Raby Cote Outfall & Treatment schemes.

Line 4M.78 NEP requirement for bathing water shellfish driver delivered through long sea outfall or increased FTFT (opex)

Expenditure in this line is higher in the 2024/25 period reflecting inflation increases.

Line 4M.79 Innovation Competition (capex)

Expenditure incurred on projects awarded as part of the innovation competition, for 2024/25 these are made up of Catchment Systems Thinking Cooperative, Water Industry Printfrastructure schemes, Biopolymers in the Circular Economy, Alternative Phosphorus removal (Natural Coagulants) and Mainstreaming Nature Based Solutions Projects.

Line 4M.80 Innovation Competition (opex)

Expenditure incurred on projects awarded as part of the innovation competition fund, for 2024/25 there was no in year expenditure.

Line 4M.81 NEP phase 5 WFD schemes - treatment increased storage or investigations (capex)

There is no expenditure associated with NEP phase 5 WFD schemes - treatment increased storage or investigations in 2024/25.

Cumulative expenditure is above the cumulative allowed expenditure on all schemes 2020-25 (AMP7 only) due to there being no original funding provision for this enhancement driver in the AMP7 Totex Enhancement Project List - Wastewater Network +.

Line 4M.83 WINEP / NEP - Eels Regulations (measures at outfalls) (capex)

There is no expenditure associated with WINEP / NEP - Eels Regulations (measures at outfalls) schemes in 2024/25.

Line 4M.87 Restoration management (marine conservation zones etc) (capex)

This line was added as part of the 2023/24 reporting exercise. The small spend is wholly attributable to a proportional allocation from the Leigh WwTW AMP7 Biodiversity project.

Line 4M.89 Continuous river water quality monitoring (capex)

This line was added as part of the 2023/24 reporting exercise. The small spend is wholly attributable to Continuous WQ Monitoring Investigations.

There is £0.179 million of expenditure in the period attributable to the AMP8 transition programme. This represents an increase of £0.174 million of expenditure above that reported in the 2023/24 period.

Line 4M.91 Catchment management - nutrient balancing (capex)

This line was added as part of the 2023/24 reporting exercise.

There is £0.083 million of expenditure in the period attributable to the AMP8 transition programme. This represents an increase of £0.077 million of expenditure above that reported in the 2023/24 period.

Line 4M.94 Sludge enhancement (quality) – IED

This line was added in 2023/24 following an increase in IED activities.

IED enhancement expenditure relating to lithium trace testing, liquor sampling, sludge sampling & bioaerosols have been included in this line, as they are considered a step change compared to prior IED expenditure.

The level of activity associated with IED schemes and deliverables has increased further in the 2024/25 period.

Line 4M.95 Septic tank replacements – treatment solution (capex)

This line was added as part of the 2023/24 reporting exercise.

There is £0.603 million of expenditure in the period attributable to the AMP8 transition programme. This represents an increase of £0.581 million of expenditure above that reported in the 2023/24 period.

Line 4M.97 Microbiological treatment – bathing waters, coastal and inland

This is a new line which has been added in the 2024/25 period. The spend is wholly attributable to the allocation of costs on the Carlisle WwTW - Shellfish Waters – AMP7 project.

There is £1.555 million of expenditure in the period attributable to the AMP8 transition programme. This represents an increase of £1.555 million of expenditure above that reported in the 2023/24 period.

Table 4Q Developer services - New connections, properties and mains

Connections volume data

Line 4Q.1 New connections (residential – excluding NAVs), Line 4Q.2 New connections (business – excluding NAVs)

The number of new residential water connections is 9,651 which is lower than business plan anticipated volumes and c.4,000 lower than the previous year. We believe overall demand for new properties has continued to decline due to ongoing cost of living pressures. Higher cost of living means lower disposable income and potentially lower number of buyers.

For wastewater connections we do not explicitly track or record new connections to the sewer network. All new connections are carried out by the developer or their agents, not us, and we are not notified of all new connections to sewers. Connection can be made direct to the sewer, an existing drain or adoptable network. On the basis that each new property with a water connection will usually need separate drainage for foul and surface water, we have allowed two connections per property. We have then applied a small reduction factor for water only connections e.g. (existing properties) and foul only connections (e.g. water to soakaway).

Line 4Q.3 Total new connections served by incumbent

This is a calculated line.

Line 4Q.4 New connections – SLPs

The majority of new connections are undertaken by SLP's (Self Lay Partners)

Properties volume data

Line 4Q.5 New properties (residential - excluding NAVs), Line 4Q.6 New properties (business - excluding NAVs)

The number of new properties at c.14,000. is lower than the previous year and reflect the continued downward trend in new connections made by UUW.

Line 4Q.7 Total new properties served by incumbent

This is a calculated line.

Line 4Q.8 New residential properties served by NAVs, Line 4Q.9, New business properties served by NAVs, Line 4Q.10 Total new properties served by NAVs

These are new lines for AMP7. We have reported the numbers available to us but recognise that, as we are reporting on customers connected to another company's network, we are reliant on NAVs providing accurate information. As more NAV sites are granted, the assumptions being made will potentially reduce confidence in the data being reported. The number has increased by c. 5,000 from 2023/24.

Line 4Q.11 Total new properties

This is a calculated line.

Line 4Q.12 New properties – SLP connections

We have no comments for this line.

New water mains data

Line 4Q.13 Length of new mains (km) – requisitions and Line 4Q.14 Length of new mains (km) – SLPs

We have almost c.72km of new mains – the majority, c.64km, are laid by SLPs and the remainder 8km are requisitions. This is lower than the previous year and is likely to be linked to the slowdown in the developer arena and slowdown in new house building activity.

Table 4R Connected properties, customers and population

Customer numbers - average during the year

Line 4R.1 Residential water only customers, Line 4R.2 Residential wastewater only customers, Line 4R.3 Residential water and wastewater customers

There has been an overall increase of c.16,500 customers. This is largely attributable to the number of new connections and the ongoing work as part of the Voids and gap sites performance commitments. See pages 75 to 76 and 80 of section 1.1 of the main APR for further details about Voids and gap sites.

Line 4R.4 Total residential customers

This is a calculated line.

Line 4R.5 Business water only customers, Line 4R.6 Business wastewater only customers, Line 4R.7 Business water & wastewater customers, Line 4R.8 Total business customers

There has been a small increase of c.2000 business customers.

Line 4R.9 Total customers

This is a calculated line.

Property numbers - average during the year

Residential properties

Line 4R.10 – Residential properties billed

The average number of households billed for water has increased due to the number of new properties and our continued targeted work towards the voids performance commitment. See page 80 of section 1.1 of the main APR for further details.

Line 4R.11 - Residential void properties

Although the average number of void properties is c.7,500 more than the previous year our void percentage remains less than 4 per cent.

Line 4R.12 Total connected residential properties

This is a calculated line.

Business Properties

Line 4R.13 Business properties billed

The average number of business properties billed for water and wastewater has increased by c.2000.

Line 4R.14 Business void properties

The average number of void business properties billed for water and wastewater has decreased by c.1,000.

Line 4R.15 Total connected business properties

This is a calculated line.

Line 4R.16 Total connected properties

This is a calculated line

Property and meter numbers - at end of year (31st March)

Line 4R.17 Total new residential properties connected in year, Line 4R.18 Total new business properties connected in year

There are no new unmeasured properties – all new properties will be measured.

Line 4R.19 Residential properties billed at year end

We have reported the number properties billed for water. This includes properties billed for water and wastewater and properties billed for water only.

Line 4R.20 Residential properties unbilled at year end

We do not have any unbilled accounts at year end. All active accounts in our billing system are liable to be charged and a bill issued to the customer.

Line 4R.21 Residential void properties at year end

We have seen a small year on year increase in void property numbers. Our voids percentage is at 3.9 per cent of properties which is largely due to the performance within the voids performance commitment. See page 80 of section 1.1 of the main APR for further details.

Line 4R.22 Total connected residential properties at year end

This is a calculated line.

Line 4R.23 Business properties billed at year end

There has been an decrease of c.1,000 properties. Work is ongoing to ensure the properties identified as part of the work done on business voids and gap sites are billed accordingly.

Line 4R.24 Business properties unbilled at year end

We identify eligible business premises in line with the Ofwat eligibility guidance. All premises deemed eligible are registered in the non-household market and wholesale charges raised accordingly. If the criteria is not met, a premises would not be registered in the market and therefore we do not have any unbilled non-household premises. Exceptions to this rule would be gap sites, which by their very nature means we are unaware of them and therefore do not bill.

Line 4R.25 Business void properties at year end

The number of void properties at year end has increased by c.3,000 reflecting the work done on business gap sites. See pages 75 to 76 and 80 of section 1.1 of the main APR for further details.

Line 4R.26 Total connected business properties at year end

This is a calculated line.

Line 4R.27 Total connected properties at year end

This is a calculated line.

Line 4R.28 Resident population (Water)

The 2024/25 figure reflects an improvement in the underlying data sources used for population reporting. For 2024/25, the population is derived from an externally published data source provided by CACI and aligns with wider industry best practice. The population data used from 2020 to 2024 was based on a sample of c.4,000 respondents to a survey conducted in 2021 (during COVID-19). This survey is now considered to be out-of-date and not in line with industry best practice. We have therefore updated our population number using an industry-standard approach, based on an Office for National Statistics (ONS) (census) sourced, and third-party enhanced,

dataset (provided by CACI). We consider that this approach is consistent with the wider industry and provides more accurate, reliable, and robust population data aligning to our data strategy.

Line 4R.28 Resident population (Wastewater)

Resident population has increased by c.155,000 an increase of 2.00 per cent over the previous reporting period.

Line 4R.29 Non-Resident population

The contribution to non-resident population from tourism and clandestine population has increased by 0.38 per cent over the previous reporting period. The increase in resident population is as a result of the latest Office for National Statistics (ONS). The starting point for last year's estimates were the 2021 mid-year population estimates (MYE) from the (ONS). This year, the starting point is provided by the 2023 MYEs from ONS. As anticipated the population growth that had been impacted as a result of COVID19 epidemic has recovered. Tourism data is always a lagging indicator due to the nature of when the data becomes available. As the best available data this allows a degree of consistency as the trend carries through the reporting years even though the data set is not a direct match to the reporting year. The Tourism data is for 2023.

Line 4R.30 Household population

Line 4R.31 Measured household population

Line 4R.32 Unmeasured household population

The 2024/25 figure reflects an improvement in the underlying data sources used for population reporting. For 2024/25, the population is derived from an externally published data source provided by CACI and aligns with wider industry best practice. The population data used from 2020 to 2024 was based on a sample of c.4,000 respondents to a survey conducted in 2021 (during COVID-19). This survey is now considered to be out-of-date and not in line with industry best practice. We have therefore updated our population number using an industry-standard approach, based on an ONS (census) sourced, and third-party enhanced, dataset (provided by CACI). We consider that this approach is consistent with the wider industry and provides more accurate, reliable, and robust population data aligning to our data strategy.

Table 4S Green recovery expenditure for the 12 months ended 31 March 2025 - Water Resources and Water Network+

A detailed overview of our Green recovery activity and expenditure for 2024/25 can be found in our Green recovery progress report at:

https://www.unitedutilities.com/globalassets/documents/pdf/green-recovery-2025

Table 4T Green recovery expenditure for the 12 months ended 31 March 2025 - Wastewater Network+ and bioresources

A detailed overview of our Green recovery activity and expenditure for 2024/25 can be found in our Green recovery progress report at:

https://www.unitedutilities.com/globalassets/documents/pdf/green-recovery-2025

Table 4U Impact of Green recovery on RCV

Line 4U.1 Approved bid

The Green recovery allowance for 2024/25 as issued by Ofwat on 7 June 2022 within document 'UUW Enh by year (revised)_07.06.22'.

Line 4U.2 Actual totex

Calculated as the sum of lines 4S.15 and 4T.15.

Line 4U.3 – 4U.5 Variance

The Water Industry National Environment Programme (WINEP) investments at Bury WwTW have been delayed and are being carried over to PR24. As such, the underspend on WINEP investments at Bury has been classified as timing. A detailed overview of our Green recovery activity and expenditure for 2024/25 and future can be found at: https://www.unitedutilities.com/globalassets/documents/pdf/green-recovery-2025

Line 4U.6 – 4U.11 Customer cost sharing rate

As per the 'Green economic recovery: Final decisions' document published by Ofwat. Underspend is subject to a 90 (customer share):10 (company share) sharing rate. Overspend is subject to an equal 50/50 share between customers and the company**.**

Line 4U.13

In period funding does not apply to our green recovery programme.

Table 4X Accelerated infrastructure delivery project expenditure for the 12 months ended 31 March 2025 – Water Resources & Water Network +

Accelerated infrastructure delivery project

Not applicable as there are no approved accelerated infrastructure delivery projects in Water for United Utilities.

Table 4Y Accelerated infrastructure delivery project expenditure for the 12 months ended 31 March 2025 – Wastewater Network + & Bioresources

Accelerated infrastructure delivery project

The £78.654m of expenditure associated with the accelerated infrastructure delivery project is reported across three lines:

4M.13 Schemes to increase storm tank capacity has £37.210m of expenditure.

4M.19 Storage in the network to reduce spill frequency at CSOs etc (grey solutions) £38.641m of expenditure.

4M.35 Phosphorus removal £2.803m of expenditure.

The breakdown of expenditure of each of the accelerated programme schemes is summarised as:

Table 1: Accelerated programme schemes

Accelerated infrastructure delivery project	RAG 4 reference and line description	Foul, surface water and highway drainage	Sewage treatment and disposal
Scheme ENV2 - Accelerating habitats improvement in the Eden catchment	4M.35 Phosphorus removal	0.000	2.803
Scheme ENV2 - Accelerating habitats improvement in the Eden catchment	**Total**	**0.000**	**2.803**
Scheme ENV4 - Reducing the frequency of storm overflow discharges in Windermere catchment	4M.13 Schemes to increase storm tank capacity	3.806	0.000
Scheme ENV4 - Reducing the frequency of storm overflow discharges in Windermere catchment	4M.19 Storage in the network to reduce spill frequency at CSOs etc (grey solutions)	3.002	0.000
Scheme ENV4 - Reducing the frequency of storm overflow discharges in Windermere catchment	**Total**	**6.808**	**0.000**
Scheme ENV10 - Bathing waters	4M.13 Schemes to increase storm tank capacity	0.704	0.000
Scheme ENV10 - Bathing waters	4M.19 Storage in the network to reduce spill frequency at CSOs etc (grey solutions)	3.101	0.000
Scheme ENV10 - Bathing waters	**Total**	**3.805**	**0.000**
Scheme ENV3 - Delivering improvements to storm overflows	4M.13 Schemes to increase storm tank capacity	32,700	0.000
Scheme ENV3 - Delivering improvements to storm overflows	4M.19 Storage in the network to reduce spill frequency at CSOs etc (grey solutions)	32.583	0.000
Scheme ENV3 - Delivering improvements to storm overflows	**Total**	**65.238**	**0.000**
Total accelerated infrastructure delivery projects	**Total**	**75.851**	**2.803**

Table 4Z Water Resources asset and volumes data for the 12 months ended 31 March 2025

Section A - other direct bill reduction schemes for household customers struggling to pay

In this section we have included other forms of affordability support that are available for household customers struggling to pay their bills. NB: we have removed payment matching from this section for this reporting year as it is now included within the debt metrics section.

4Z.A1 - UU Trust Fund (hardship fund)

The output for this line is for customers supported by our independent trust fund. As this scheme is targeted at customers who are struggling to pay, no further refinement has been done to the number.

4Z.A2 - Lowest bill guarantee

The output for this line incorporates customers who have benefited from our lowest bill guarantee following a meter installation. Only customers who have saved as a result of metered charges are included. It is important to note that, when part of this scheme, the customer has not yet opted to receive a measured bill; therefore, a capped RV charge would not result in any actual saving for the customer. To enable identification and inclusion of only customers who are struggling to pay, customers are identified by our internal debt risk models as being at elevated risk of income deprivation.

4Z.A3 - Direct Debit discount

The output for this line incorporates customers who have received a discount as a result of paying by Direct Debit. To enable identification and inclusion of only customers who are struggling to pay, customers are identified by our internal debt risk models as being at elevated risk of income deprivation.

4Z.A4 - Local Authority discount

The output for this line incorporates customers who have received a discount as a result of paying via a social landlord collection agreement. As this scheme is targeted at customers who are struggling to pay, no further refinement has been done to the number.

Section B – debt metrics

4Z.B1 - Number of household customers served – active accounts

The data reported for this line is aligned with table 4R. Accounts managed by other water companies on our behalf are included in this line, but void properties are excluded.

4Z.B2 - Number of household customers served – final accounts

Aligned to RAG4.13 guidance we have included all final accounts on 31March with a balance greater than zero for this line i.e. payment remains outstanding and not written off. Accounts managed by other water companies on our behalf are not included in this line as only active account volumes are provided.

4Z.B3 - Households in arrears – active accounts with debt repayment arrangements

Aligned to RAG4.13 guidance we have defined arrears as active accounts on 31 March with an element of unpaid charges that are over 31 days old, where they are either being pursued through debt follow-up (which includes early-stage arrears and late arrears via our Debt Management system) or where the debt is not subject to debt follow-up but is sufficiently aged. The reported number only includes repayment arrangements set up directly with UUW. Any repayment arrangements set up with a Debt Collection agency (DCA) will be included in the reported number for line 4Z.B11 or 4Z.B13.

4Z.B4 - Households in arrears – final accounts with debt repayment arrangements

Aligned to RAG4.13 guidance we have included all final accounts on 31 March with a balance greater than zero for this line i.e. payment remains outstanding and not written off. Any repayment arrangements set up with a DCA will be included in the reported number for line 4Z.B12 or 4Z.B13.

4Z.B5 - Households in arrears – active accounts without debt repayment arrangements

Aligned to RAG4.13 guidance we have defined arrears as active accounts on 31 March with an element of unpaid charges that are over 31 days old, where they are either being pursued through debt follow-up (which includes early-stage arrears and late arrears via our Debt Management system) or where the debt is not subject to debt follow-up but is sufficiently aged. The reported number includes customers without repayment arrangements set up directly with UUW. Any repayment arrangements set up with a DCA will not be accounted for.

4Z.B6 - Households in arrears – final accounts without debt repayment arrangements

Aligned to RAG4.13 guidance we have included all final accounts on 31 March with a balance greater than zero for this line where there is no repayment arrangement is in place.

4Z.B7 - Households not having made any payment for the year – active accounts

Only includes records where there has been no payment in the reporting period and the customer account was opened prior to the reporting period.

4Z.B8 - Households not having made any payment for the year – final accounts

Aligned to RAG4.13 guidance we have included all final accounts with a balance greater than zero for this line where there has been no payment in the reporting period and the customer account was opened prior to the reporting period.

4Z.B9 - Households with temporarily suspended payments – payment break arrangements

The data reported in this line includes all customers who have been on a payment break during the reporting period. Our payment break scheme requires customers to be on a payment arrangement, therefore, at the point of a payment break being agreed it is only the instalments on the plan that are deferred for the duration of the payment break. For example, a customer is accepted for a 90-day payment break and normally pays £20 per month. The deferred amount for this customer would be £60 and not the account balance.

4Z.B10 - Households with temporarily suspended payments – breathing space arrangements

The data reported in this line includes all customers who have been on a breathing space arrangement during the reporting period. For this line we have taken the approach of using the account balance at the end of the breathing space period as the deferred amount as this will then contain any billed charges that occurred during the breathing space window. Where breathing space has not come to an end during the reporting period then the balance as of 31 March has been used.

4Z.B11 - Debt collected by external agents – active accounts

Our placements for debt collection activity with external agents are split into active and final placement types, as such this categorisation has been used to determine ‘active accounts’ for inclusion in this line. We have only included specific debt collection placements in this line and have excluded ‘Court’ placements as these are reported in lines 4Z.B19-B24. Other specialised placements such as deceased and affordability have been excluded. The balance at the time of placement has been used to report the debt value.

If there have been multiple placements during the reporting period for one account, then then the account is only counted once and the balance at the point of latest placement is reported. PSR customers excluded from this line and covered in 4Z.B16 as confirmed in the consultation response document.

4Z.B12 - Debt collected by external agents – final accounts

Our placements for debt collection activity with external agents are split into active and final placement types, as such this categorisation has been used to determine ‘final accounts’ for inclusion in this line. We have only included specific debt collection placements in this line and have excluded ‘Court’ placements as these are reported in lines 4Z.B19-B24. Other specialised placements such as deceased and affordability have been excluded. Again, in line with the response document, the balance at the time of placement has been used to report the debt value.

If there have been multiple placements during the reporting period for one account, then the account is only counted once and the balance at the point of latest placement is reported. PSR customers excluded from this line and covered in 4Z.B16 as confirmed in the consultation response document.

4Z.B13 - Priority Services Register customers with debt passed on to external debt

collection agents – active and final accounts

All Priority Service Registered (PSR) customers are identified through a Priority Services Flag. Recognising some customers require a more tailored approach to customer service and collections we have a dedicated Vulnerable Customer Placement for customers with more complex and sensitive needs. All other PSR customers are placed with a standard debt collection agency. For reporting purposes this line includes all DCA related activities where the customer is PS registered, this therefore includes a mix of vulnerable and regular placements.

4Z.B14 - Debt sold to an external agency / third party debt purchaser – active accounts

Debt sale is not an activity that is undertaken by UUW as such no data has been reported for this line.

4Z.B15 - Debt sold to an external agency / third party debt purchaser – final accounts

Debt sale is not an activity that is undertaken by UUW as such no data has been reported for this line.

4Z.B16 - Number of Priority Services Register customers with debt sold to an external agency / third party debt purchaser – active and final accounts

Debt sale is not an activity that is undertaken by UUW as such no data has been reported for this line.

4Z.B17 - Debt forgiveness and payment matching schemes – active households

The data reported in this line includes all customers who have received at least one matched payment during the reporting period, and the total value of the matched payments, where the account was active on 31 March.

4Z.B18 - Debt forgiveness and payment matching schemes – final accounts

The data reported in this line includes all customers who have received at least one matched payment during the reporting period, and the total value of the matched payments. Aligned to RAG4.13 guidance we have included all final accounts on 31 March with a balance greater than zero for this line where there has been no payment in the reporting period and the customer account was opened prior to the reporting period.

4Z.B19 - Number of county court claims

Line includes all court claims made within the reporting period. The balance at the point of a record being passed to the court is used. NB this is inclusive of claim fees and costs.

4Z.B20 - Number of county court judgements

Line includes all court judgements made within the reporting period. Aligned to the consultation response document the balance at the point of a record being passed to the court is used. NB this is inclusive of judgement costs.

4Z.B21 - Number of county court judgement enforcements

Line includes all court enforcements made within the reporting period. The balance at the point of a record being passed to the court is used. NB this is inclusive of enforcement fees and costs. High court enforcement activity has been excluded from this line.

If an account has more than one enforcement action in the reporting period, we have used the most recent type excluding warrant, and the value of this most recent enforcement for the record.

Warrants have been excluded from this comparison as they are usually partial warrants for the judgement instalment amount, not the full balance owed. Therefore, if an account has another enforcement action in the reporting period, the balance of that/those other type(s) is more reflective of how much we have enforced for that account. If an account only has warrants, the total warrant value is reflective of how much has been enforced for that account in the reporting period.

4Z.B22 - Number of high court claims

We have populated this line with a combination of referrals to our High Court Enforcement Agents and records that have been transferred up to the High Court. Where a record has been referred and then transferred up within the reporting period then it is only counted once, and the debt value is based on the point of being transferred up.

4Z.B23 - Number of high court judgements

We have populated this line based on records where a writ has been issued within the reporting period. The debt value is based on the point in which the writ is issued and is inclusive of fees and costs.

4Z.B24 - Number of high court judgement enforcements

We have populated this line based on records where a writ has been issued and is being enforced within the reporting period. The debt value is based on the point in which the writ is enforced and is inclusive of fees and costs.

Section C – Payments to household customers made in accordance with the Guaranteed Standards Scheme (GSS)

As well as operating to the standards of the GSS scheme we will also make discretionary/goodwill payments. These are referred to as discretionary payment below. Where these payments link to or are paid alongside one of the GSS categories we have recorded this information in column F and G of lines 4Z.C4 to 4Z.C14.

Following a review and consultation, Ofwat recommended changes to some of the GSS standards. We implemented these changes from 1 January 2019. The changes included the removal of the distinction between strategic and non-strategic water mains, reduction of the timescales for each subsequent period without water from 24 hours to 12 hours and an increase to payment levels.

4Z.C1 – Total value of payments made to household customers under GSS

4Z.C2 – Total number of payments made to household customers under GSS

4Z.C3 – Total number of unique household customers receiving GSS payments

We have paid over 25,300 payments totalling £1.390m in GSS compensation. Compensation was paid to 24,289 unique households.

4Z.C4 – Appointments not kept

Within this category we have included payments for, failure to provide adequate notice of cancellation and failure to keep. We have made 3,138 payments totalling c. £88,000.

4Z.C5 – Appointment notification not given

We have not made any payments for this category.

4Z.C6 – Incidences of low water pressure

We have made 40 payments totalling c. £2,000.

4Z.C7 – Incorrect notice of planned interruptions to supply

We have made 885 payments totalling c.£24,000.

4Z.C8-9 – Supply not restored

We have made over 15,000 payments totalling c.£464,000. Payments in this category are for where the supply of water to a property has been interrupted due to planned work and was not restored by the time we notified the property. It also covers unplanned interruption to supply where the supply was not restored within the appropriate timescales. Our performance was impacted by a number of larger scale bursts on our water network. Events where we see the most significant impact relate to bursts on large diameter (strategic 'in nature') mains or those that cover cascading areas downstream, so these continue to form a key area of focus. We write more about water interruption on page 44 of our APR.

4Z.C10 – Written account queries

We have made 900 payments totalling c.£20,000

4Z.C11 – Written requests to change payment arrangements

We have made 1,184 payments totalling c.£26,000.

4Z.C12– Written complaints not responded to within 10 working days

We have made 94 payments totalling c.£2,500.

4Z.C13 – Properties sewer flooded internally

We have made 1,065 payments totalling c.£305,000. Payments for internal flooding include an amount equivalent to 100 per cent of the sewerage charges payable by the customer and discretionary payments for the disturbance caused and, on some occasions, it may also include an amount for uninsured losses.

During 2024/25 we have experienced some prolonged wet weather conditions, alongside Met Office named storms in May and December. We continue to develop and implement a wide variety of schemes and initiatives to improve our flooding performance, acknowledging the challenges created by our regional operating circumstances. These include the deployment and development of our Dynamic Network Management (DNM) operating model, our successful customer engagement campaigns, enhanced incident targeting and management of surface water and development. We write more about internal sewer flooding on page 87 of our APR. We have made a further 1,077 discretionary payments totalling c.£111,000.

4Z.C14 – Properties sewer flooded externally

We have made over 2,800 payments totalling over £400,000. Payments for external flooding internal flooding will include an amount equivalent to 50 per cent of the sewerage charges payable by the customer, a goodwill payment for the disturbance caused and, on some occasions, it may also include an amount for uninsured losses. We write more about external sewer flooding on page 88 of our APR.

Goodwill/discretionary payment

We make discretionary payments throughout the year which may not relate to GSS. We have grouped these payments into five broad categories.

4Z.C15 – Wastewater

We have made 884 payments totalling c.£303,000 in relation to Wastewater.

4Z.C16– Water

We have made 2,982 payments totalling just over £362,000 in relation to Water.

4Z.C17– Billing

We have made 2,517 payments totalling just over £211,000 in relation to Billing.

4Z.C18 – Developer Services

We have made 260 payments totalling just over c.£60,000 in relation to Developer Services.

4z.C19 – Metering

We have made 15,237 payments totalling c.£437,000 in relation to Metering.

4Z.C25 – Penalty payments

We have made 3,138 totalling £54,000.

Table 5A Water Resources asset and volumes data for the 12 months ended 31 March 2025

Water Resources

Line 5A.1 – Water from impounding reservoirs

There has been a decrease in water from impounding reservoirs of 144.43 Ml/d in the report year. This is due to variations in water sources used to meet operational requirements.

Line 5A.2 – Water from pumped storage reservoirs

We do not have any pumped storage reservoirs.

Line 5A.3 – Water from river abstractions

There has been an increase in water from river abstractions of 182.01 Ml/d in the report year. This is due to the variations in water sources used to meet operational requirements.

Line 5A.4 – Water from groundwater works, excluding managed aquifer recharge (MAR) water supply schemes

There has been an increase in water from ground water works of 2.11 Ml/d in the report year. This is due to variations in water sources used to meet operational requirements.

Line 5A.5 – Water from artificial recharge (AR) water supply schemes, Line 5A.6 – Water from aquifer storage and recovery (ASR) water supply, Line 5A.7 – Water from saline abstractions and Line 5A.8 – Water from water reuse schemes

We do not currently have any of these water sources therefore the number is zero.

Line 5A.9 – Number of impounding reservoirs

The number of impounding reservoir sources in use varies from year to year depending on weather, demand and asset outages. The number reported has increased to 50 this year from 46 reported in 2023/24. The increase in the report year is due to it having been a wet summer, which resulted in more surface water availability, enabling preferential abstractions opportunities.

Line 5A.10 – Number of pumped stored reservoirs

We have not currently classed any of our reservoirs as pumped storage reservoirs therefore the number is zero.

Line 5A.11 – Number of river abstractions

The number of sources varies from year to year depending on weather, demand and asset outages. We have reported 19 river abstractions in this year compared to 18 in 2023/24.

The additional river abstraction in 2024/25 was from Cowley Brook, which was brought online for operational reasons.

Line 5A.12 – Number of groundwater works excluding managed aquifer recharge (MAR) water supply schemes

The number of sources varies from year to year depending on weather, demand and asset outages. This year we used 59 sources compared to 61 in the previous year.

Five of our groundwater sites used in 2023/24 ceased operation. The operation of three other groundwater sites recommenced in 2024/25 at Eddisbury, Manley Quarry and Slag Lane.

Line 5A.13 – Number of artificial recharge (AR) water supply schemes

Line 5A.14 – Number of aquifer storage and recovery (ASR) water supply schemes

Line 5A.15 – Number of saline abstraction schemes

Line 5A.16 – Number of reuse schemes

We do not currently have any of these water sources therefore the number is zero.

Line 5A.17 – Total number of sources

The number of sources varies from year to year depending on weather, demand and asset outages. 128 sources were used in 2024/25 compared to 125 in 2023/24. The increase is due to the preferential selection of sources at a local operational level.

Line 5A.18 –Total number of water reservoirs

This is the same as the previous report year.

Line 5A.19 – Total volumetric capacity of water reservoirs

This is the same as the previous report year.

Line 5A.20 – Total number of intake and source pumping stations

This is the same as the previous report year.

Line 5A.21 – Total installed power capacity of intake and source pumping stations

The slight increase in capacity is due to three new pumps now being active on the existing River Lune pumping station.

Line 5A.22 – Total length of raw water abstraction mains and other conveyors

There has been an increase in the length of raw water abstraction mains and other conveyors. This is due to the construction of a new a new raw water supply from Alston to Broughton.

Line 5A.23 – Average pumping head – raw water abstraction

Raw water abstraction APH has increased from 8.59 m.hd in 2023/24 to 13.74 m.hd in 2024/25. The change was expected and can be attributed in part to the increased use of Ullswater and Windermere intake pumps to support Haweswater.

Line 5A.24 – Energy consumption - raw water abstraction, Line 6A.7 Energy consumption - raw water transport, Line 6A.35 Energy consumption - water treatment and Line 6B.23 Energy consumption – treated water distribution

From 2020/21 the reporting lines for the water business changed, splitting water into abstraction, transport, treatment and distribution. This has remained the same for 2024/25 reporting.

Overall Water Wholesale (which includes abstraction, transport, treatment and distribution) has seen a c.3per cent increase from 2023/24 to 2024/25. Overall energy consumption in 2023/24 was 337,144 MWh, and in 2024/25 it was 348,779 MWh.

The increase in energy consumption is due to utilisation of raw water transport pumps at employed at Windermere and Ullswater during the year to support supplies from Haweswater. This increase has been offset in part by reduced consumption across water treatment assets. Water distribution consumption for 2024/25 is consistent with that reported in the previous year.

Line 5A.25 – Total number of raw water abstraction imports,

Line 5A.26 – Water imported from 3rd parties' raw water abstraction systems

We do not currently have any raw water abstraction imports.

Line 5A.27 – Total number of raw water abstraction exports and

Line 5A.28 – Water exported to 3rd parties' from raw water abstraction systems

We have one raw water abstraction export at Heronbridge. The volume of raw water exported from Heronbridge has increased in the reporting year reflecting increased demand from Dwr Cymru.

Line 5A.29 – Water resources capacity (measured using water resources yield)

The total capacity company forecast is based on the summation of the individual capacities for each of the UUW water resource zones. This is consistent with last year's reported figure.

Line 5A.30 – Total number of completed investigations (WINEP/NEP), cumulative for AMP

There were originally 25 WINEP investigations for delivery in AMP7 with delivery dates from 2021/22 to 2022/23.

In 2024/25, two separate IMP projects were changed to INV projects (investigations) with the agreement of the Environment Agency. Therefore, there are 27 WINEP investigations reported as completed in 2024/25 This is the cumulative value from the start of AMP7.

Table 5B Water resources operating cost analysis for the 12 months ended 31 March 2025

Line 5B.1 – Power

All energy costs, including the climate change levy and the carbon reduction commitment.

Where possible costs are allocated down to supply point level and therefore the associated asset class within the Water resources price control. In comparison to 2023/24 power costs have increased slightly in year which is mainly attributable variation in pumping activity.

Line 5B.2 – Income treated as negative expenditure

Income received from Renewable Obligation Certificates, Gas Exports and Electricity Exports. There is no value allocated to Water Resources.

Line 5B.3 – Abstraction charges/ discharge consents

Total cost of abstraction charges and service charges from the Environment Agency (EA), Canal and River Trust and Severn Trent (service charge for use of Vyrnwy). For EA abstraction charges the costs are individually listed by each licence and therefore the associated Water Resource asset types, using this information, a percentage of total cost for each water resource category is calculated.

Line 5B.4 – Bulk supply

Bulk supply import costs are allocated across upstream services in proportion to total cost of the supplying company.

Line 5B.5 – Renewals expensed in year (Infrastructure)

Increased costs have been incurred in the Impounding Reservoir IRE programme compared to last year reflecting the project specific construction activity.

Line 5B.6 – Renewals expensed in year (Non-Infrastructure)

We have not included any expenditure within this line.

Line 5B.7 – Other operating expenditure excluding renewals

Sum of all costs in the Water Resources price control. The costs have decreased slightly when compared to 2024/25 due to incident costs in the prior year.

Line 5B.8 – Local authority and Cumulo rates

The cost of local Cumulo rates are allocated based on the total of the Central List (Cumulo) Rates payments which are then allocated to upstream services and water resource asset type on a proportionate basis to GMEAV of all Water Assets (both Infrastructure and Non-Infrastructure). Costs have increased from the prior year due to an increase in the standard business rates multiplier.

Line 5B.9 – Total operating expenditure (excluding 3rd party)

This is a calculated line.

Table 6A Raw water transport, raw water storage and water treatment data for the 12 months ended 31st March 2025

Raw water transport and storage

Line 6A.1 - Total number of balancing reservoirs

There has been no change in the number compared with last year.

Line 6A.2 - Total volumetric capacity of balancing reservoirs

There has been no change in the number compared with last year.

Line 6A.3 Total number of raw water transport stations

There has been no change in the number compared with last year.

Line 6A.4 Total installed power capacity of raw water transport pumping stations

There has been a slight decrease due to updated data.

Line 6A.5 Total length of raw water transport mains and other conveyors

This is consistent with last year.

Line 6A.6 Average pumping head - raw water transport

Raw water transport APH has increased from 19.34 in 2023/24 to 22.59 in 2024/25. This is expected with the increase in the total volume of raw water transported.

Line 6A.7 Energy consumption - raw water transport

See commentary for Line 5A.24

Line 6A.8 Total number of raw water transport imports, Line 6A.9 Water imported from 3rd parties' raw water transport systems, Line 6A.10 Total number of raw water transport exports, Line 6A.10 Total number of raw water transport exports and Line 6A.11 Water exported to 3rd parties raw water transport systems

We do not have any imports/exports to/from 3rd parties' raw water transport systems.

Line 6A.12 Total length of raw and pre-treated (non-potable) water transport mains for supplying customers.

There has been a decrease in the length of raw and pre-treated (non-potable) water transport mains for supplying customers in 2024/25. This decrease is due to a raw water main in Lancashire being closed off, as there are no longer any non-potable customers in this area in need of supply.

Water treatment - treatment type analysis

We are required to report water treatment works that have not been used in the year but have not been decommissioned. The water treatment works in the table below have not been used in the year because they were not required to meet demand.

Table 2: Treatment type analysis

Site	Treatment type	Site	Treatment Type
Newton WTW	GW2	Heaton Park WTW	SW4
Delamere New WTW	GW5	Springfield WTW	GW2
Buttermere WTW	SW4	Mill Brow WTW	GW3
Daresbury WTW	GSD	Walton WTW	GSD

Site	Treatment type	Site	Treatment Type
Mow Cop WTW	GSD	Lightshaw WTW	GW4

Line 6A.13 All simple disinfection works

We have no surface water simple disinfection works. The volume of water treated at ground water simple disinfection works was slightly below the previous year.

Line 6A.14 W1 works

None of our WTWs fall into the ground or surface water W1 category.

Line 6A.15 W2 works

We have seen a slight increase in water treated at surface water sites (+3Ml/d). This has been primarily driven by increased flows and demand. There has also been a marginal increase in ground water sites (+0.97Ml/d).

Line 6A.16 W3 works

There has been an increase in production volumes at surface water sites (+20.35Ml/d), primarily due to an increase in production volumes at Watchgate and Worsthorne WTWs. The number of W3 surface water sites has decreased from 15 in 2023/24 to 14 in 2024/25, due to Cowpe WTW having a powder activated carbon (PAC) rig installed. The number of W3 ground water sites remains unchanged this reporting year. Mill Brow WTW returned no flow (0.00Ml/d) during the reporting year.

Line 6A.17 W4 works

There has been a decrease in production at surface water sites (-19.83Ml/d), attributable to reductions in flow at Oswestry and Williamsgate WTWs. There has also been a decrease in production from groundwater sites (-7.51Ml/d), attributed to a reduction in flows from Lightshaw WTW.

Line 6A.18 W5 works

We have seen an increase in production volumes at surface water sites (+20.56Ml/d). This is attributed to the re-classification of Cowpe WTW following installation of the PAC rig. There has been a decrease in production volumes at groundwater sites (-5.12Ml/d) W5 works.

Line 6A.19 W6 works

None of our WTWs fall into the ground or surface water W6 works category.

Water treatment – works size

Line 6A.20 - 27 WTWs in size band 1 - 8

Total number of WTWs remain unchanged from the previous year. Minor differences in percentage of distribution input due to operational changes during the reporting year.

Line 6A.28 Peak week production capacity (PWPC)

PWPC varies from year to year. This year we have seen a slight increase from the previous year.

Line 6A.29 Total peak week production capacity (PWPC) having enhancement expenditure for grey solution improvements to address raw water quality deterioration

A benefit of 102 Ml/d PWPC has been delivered through completion of four grey solution improvement schemes in 2024/25 (completion of four granular activated carbon (GAC) projects in 2024/25).

Line 6A.30 Total peak week production capacity (PWPC) having enhancement expenditure for green solutions improvements to address raw water quality deterioration

A benefit of 1544.62 Ml/d PWPC has been delivered through the delivery of green solution enhancement schemes. The increase from 2023/24 is the combined total PWPC of 18 WTW sites where WINEP projects were delivered in 2024/25.

Line 6A.31 Total water treated at more than one type of works

The volume of water is broadly consistent with the number reported in the previous year.

Line 6A.32 Number of treatment works requiring remedial action because of raw water deterioration

We have not undertaken remedial action at any of our treatment works in 2024/25.

Line 6A.33 Zonal population receiving water treated with orthophosphate

There has been no significant change in the area of coverage with phosphate dosing in 2024/25.

Line 6A.34 Average pumping head – water treatment

Raw water treatment APH has slightly decreased from 13.89 m.hd in 2023/24 to 13.74 m.hd in 2024/25. The increase can be attributed to variances in operation and improved data quality.

Line 6A.35 Energy consumption - water treatment

See commentary for Line 5A.24

Line 6A.36 Total number of water treatment imports, Line 6A.37 Water imported from 3rd parties' water treatment works, Line 6A.38 Total number of water treatment exports and Line 6A.39 Water exported to 3rd parties' water treatment works

We do not currently import from or export to 3rd parties' water treatment works.

Table 6B Treated water distribution - assets and operations for the 12 months ended 31st March 2025

Water treatment – Assets and operations

Line 6B.1 Total installed power capacity of potable water pumping stations

There has been no change in the number compared with last year.

Line 6B.2 Total volumetric capacity of service reservoirs

There has been an increase in the total volumetric capacity of service reservoirs by 11.7 Ml in 2024/25, with capacity added at Cowpe SR, Hodder SR and Laneside SR this report year.

Line 6B.3 Total volumetric capacity of water towers

There has been no change in the number compared with last year.

Line 6B.4 Water delivered (non-potable)

There has been a decrease in the water delivered (non-potable) over the reporting period.

Line 6B.5 Water delivered (potable)

Line 6B.6 Water delivered (billed measured residential)

Line 6B.7 Water delivered (billed measured business)

We have seen an increase in potable water delivered and water delivered (billed measured residential) in the report year. However, we have seen a decrease in water delivered (billed measured business) in the report year, due to an increase in the number of vacant businesses this reporting year.

Line 6B.8 Proportion of distribution input derived from impounding reservoirs

We have applied the RAG guidance below when calculating the distribution input proportions. 'If multiple sources feed a works (for example a river and a number of boreholes) and the flow from these sources is combined prior to treatment, then all of the flow entering the works can be categorised as the more difficult to treat water. (In

this example, all of the water would be categorised as river water.)' We have seen a decrease in the distribution input derived from impounding reservoirs this report year.

Line 6B.9 Proportion of distribution input derived from pumped storage reservoirs

We have not currently classed any of our reservoirs as pumped storage reservoirs therefore the number is zero.

Line 6B.10 Proportion of distribution input derived from river abstractions

We have seen a small increase in the proportion of distribution input derived from river abstractions.

Line 6B.11 Proportion of distribution input derived from groundwater works, excluding managed aquifer recharge (MAR) water supply schemes

The number reported is consistent with last year.

Line 6B.12 Proportion of distribution input derived from artificial recharge (AR) water supply schemes, Line 6B.13 Proportion of distribution input derived from aquifer storage and recovery (ASR) water supply schemes, Line 6B.14 Proportion of distribution input derived from saline abstractions and Line 6B.15 Proportion of distribution input derived from water reuse schemes

We do not currently have any of these schemes therefore the number is zero.

Line 6B.16 Total number of potable water pumping stations that pump into and within the treated water distribution system

The number of potable water pumping stations has increased by one from last year following the addition of pumps at Welm Ringley Fold.

Line 6B.17 Number of potable water pumping stations delivering treated groundwater into the treated water distribution system

There has been no change in the number compared with last year.

Line 6B.18 Number of potable water pumping stations delivering surface water into the treated water distribution system

There has been no change in the number compared with last year.

Line 6B.19 Number of potable water pumping stations that re-pump water already within the treated water distribution system

There has been an increase in the number of potable water pumping stations that re-pump water already within the treated water system. The new pumping station added is Welm Ringley Fold.

Line 6B.20 Number of potable water pumping stations that pump water imported from a 3rd party supply into the treated water distribution system

No pumping stations fall into this category; no change from previous reporting year.

Line 6B.21 Total number of service reservoirs

This year we have commissioned three additional service reservoirs in the report year.

Table 3: Additional service reservoirs

Added
Cowpe SR
Hodder SR
Laneside SR

Line 6B.22 Number of water towers

The number reported is consistent with last year.

Line 6B.23 Energy consumption – treated water distribution

See commentary for Line 5A.24

Line 6B.24 Average pumping head – treated water distribution

Treated water distribution APH has increased from 61.65 m.hd in 2023/24 to 65.58 m.hd in 2024/25 which is broadly in-line with previous years.

Line 6B.25 Total number of treated water distribution imports

There has been no change to the total number of treated distribution imports.

Line 6B.26 Water imported from 3rd parties treated water distribution systems

This is has increased slightly in the current reporting year.

Line 6B.27 Total number of treated water distribution exports

This has increased in the reporting year with the increased number of NAVs.

Line 6B.28 Water exported to 3rd parties' treated water distribution systems

This has increased in the reporting year with the increased number of NAVs.

Line 6B.29 Peak 7 day rolling average distribution input

Line 6B.30 Peak 7 day rolling average distribution input/annual average distribution input

The period with the highest peak seven day rolling average distribution input during 2024/25 occurred between 12 January 2025 and 18 January 2025 and was associated with a freeze-thaw event.

Water Balance

Line 6B.31 Measured household consumption (excluding supply pipe leakage)

Line 6B.32 Unmeasured household consumption (excluding supply pipe leakage)

In the report year we have seen an increase in measured household consumption and a decrease in unmeasured household consumption as we continue to deliver our metering programme and better understand customer consumption.

Line 6B.33 Measured non-household consumption (excluding supply pipe leakage)

Line 6B.34 Unmeasured non-household consumption (excluding supply pipe leakage)

This is consistent with the previous year.

Line 6B.35 Total annual leakage

We have derived this figure from the same leakage data that is used in both leakage performance reporting (as an input to the three-year average calculation) and annual water resources management plan reporting. The table below shows total annual leakage reported for the 2023/24 and 2024/25 reporting years and the target performance from the PR19 Final Determination.

Table 4: Total annual leakage

	2023/24 APR	2024/25 APR	2024/25 FBP
Total Annual Leakage (Ml/d)	408.6	411.2	376.9

Variance between 2023/24 and 2024/25

We have seen an increase in leakage in the reporting year. Weather has been challenging in 2024/25, including a significant freeze-thaw event in January 2025. We responded to minimise the impact by ensuring effective planning and resourcing were in place to respond to events and swiftly carry out repairs. Our leakage programme

focuses on other activities such as leak prevention through optimised pressure management and leak prediction using advanced analytics to maximise leakage performance improvements.

We have worked with our Network teams and suppliers to ensure appropriate targeted leak detection, supported by leak size prioritisation. Additionally, we are using satellite leak detection and Artificial Intelligence capability to generate points of interest in operational areas. We are also trialling in-pipe repairs and lining technologies to reduce leak repair times and reduce customer disruption. See section 1.1 of the main APR document for further details:

https://www.unitedutilities.com/globalassets/documents/pdf/united-utilities-annual-performance-report-2024-25

Variance between 2024/25 and FBP forecast

We have not achieved our PR19 business plan forecast for this reporting year. We have delivered a c.9 per cent annual average improvement over AMP7 versus the 2017/18 baseline and are working towards our longer term WRMP target.

Line 6B.36 Distribution system operational use

Marginal reduction in 2024/25 associated with improved operational use within the water network.

Line 6B.37 Water taken unbilled

This reporting year we have seen an increase of 19.94 Ml/d in comparison to 2023/24. This increase is associated with a third-party activity that reviewed datasets and made improvements to data quality.

Line 6B.38 Distribution input

Line 6B.39 Distribution input (pre-MLE)

This is broadly consistent with last year. In the report year we have seen a minor movement in the water balance reconciliation gap from +1.6 per cent to +1.5per cent.

Components of total leakage (post MLE) – Company level

Line 6B.58 Leakage upstream of DMA

This reporting year we have seen a reduction in upstream leakage.

Line 6B.59 Distribution main losses

This is broadly consistent with last year.

Line 6B.60 Customer supply pipe losses – measured households excluding void properties

Line 6B.61 Customer supply pipe losses – unmeasured households excluding void properties

Line 6B.62 Customer supply pipe losses – measured non-households excluding void properties

Line 6B.63 Customer supply pipe losses – unmeasured non-households excluding void properties

Line 6B.64 Customer supply pipe losses – void measured households

Line 6B.65 Customer supply pipe losses – void unmeasured households

Line 6B.66 Customer supply pipe losses – void measured non-households

Line 6B.67 Customer supply pipe losses – void unmeasured non-households

These lines are broadly consistent with last year.

Table 6C Water Network+ - Mains, communication pipes and other data for the 12 months ended 31st March 2025

Treated water distribution – mains analysis

Line 6C.1 Total length of potable mains as at 31 March

There are small movements in the kms of mains reported each year as new mains are installed and other mains are abandoned. This year has seen a slight increase in the length of mains.

Line 6C.2 Total length of potable mains relined

We have not relined any of our water mains.

Line 6C.3 Total length of potable mains renewed

There has been an increase in the length of potable mains renewed in the report year. The majority of this increase can be attributed to the delivery of significant lengths of renewal of the Vyrnwy Aqueduct project.

Line 6C.4 Total length of new potable mains

This year, we have reported 80.3 km new potable mains.

Line 6C.5 Total length of potable water mains (< ≤320mm), Line 6C.6 Total length of potable water mains >320mm and ≤ 450mm, Line 6C.7 Total length of potable water mains >450mm and ≤610mm and Line 6C.8 Total length of potable water mains > 610mm

There are small movements in length of different sizes of mains reported each year as new mains are installed and other mains are abandoned.

Treated water distribution - mains age profile

Line 6C.9 Total length of potable mains laid or structurally refurbished pre-1880

Line 6C.10 Total length of potable mains laid or structurally refurbished between 1881 and 1900

Line 6C.11 Total length of potable mains laid or structurally refurbished between 1901 and 1920

Line 6C.12 Total length of potable mains laid or structurally refurbished between 1921 and 1940

Line 6C.13 Total length of potable mains laid or structurally refurbished between 1941 and 1960

Line 6C.14 Total length of potable mains laid or structurally refurbished between 1961 and 1980

Line 6C.15 Total length of potable mains laid or structurally refurbished between 1981 and 2000

Line 6C.16 Total length of potable mains laid or structurally refurbished between 2001 and 2020 Line 6C.17 Total length of potable mains laid or structurally refurbished during and after 2021

The mains length in each category is relatively stable with only slight variation as we replace and abandon mains each year.

Communication pipes

Line 6C.18 Number of lead communication pipes

There has been a reduction in the number of lead communications pipes in-line with the number replaced and reported in 6C.21.

Line 6C.19 Number of galvanised iron communication pipes

There has been a small change in the number of galvanised iron communication pipes due to updated data.

Line 6C.20 Number of other communication pipes

The small increase compared to last year is in-line with anticipated connection growth and movement of lead pipes to the other materials.

Line 6C.21 Number of lead communication pipes replaced or relined for water quality

We have no comment to make on this line.

Other

Line 6C.22 Company area

The company reported company area is the same as last year.

Line 6C.23 Compliance Risk Index

The CRI score is forecast to be 10.29 we are waiting for confirmation of the final score from the DWI.

Line 6C.24 Event Risk Index

The estimated score for calendar year 2024 is 6,342, the ERI score reported is a provisional score and we are waiting for confirmation of the final score from the DWI.

Line 6C.25 Properties below reference level at end of year

This number of properties has reduced in the reporting year.

Table 6D Demand management - Metering and leakage activities for the 12 months ended 31 March 2025

Smart metering

Over the past year, we have focused on preparing for the transition to Advanced Meter Infrastructure (AMI) in AMP8, delivering on our Smart Metering Strategy. We successfully completed a competitive tender process for AMI delivery and awarded the contract, including early onboarding and mobilisation of our partner, Arqiva. This has included the recruitment of office and field resources to ensure a strong start in the new AMP. We have also engaged early with retailers to discuss our non-household exchange programme.

This year, we have also undertaken ‘early start’ activities, such as installing meter boxes, enabling quick wins for the rapid installation of smart meters early in 2025/26.

We have established a Metering Control Centre to monitor the delivery and performance of new smart meters and manage the ongoing asset health of our overall metering stock. In addition, we have set up a new ‘model office’ to support customer transition to smart metering, underpinned by our Lowest Bill Guarantee. Our data and analytics capability is established and will enable us to utilise daily smart meter reads to improve billing accuracy and support customers in managing their water usage.

Metering activities - Totex expenditure

Metering activities – Explanatory variables

Line 6D.1 New optant meter installation for existing customers

Expenditure has increased from 2024/25 in line with a marginal increase in take up of meters to c. 26,700, as well as a rise in contractor costs in line with inflation.

Line 6D.2 New selective meter installation for existing customers

Increase in expenditure due to the increase volume of selective meters installed.

Line 6D.3 New business meter installation for existing customers

Business meter costs reflect the small number of business meters installed.

Line 6D.4 Residential meters renewed and Line 6D.5 Business meters renewed

Expenditure is consistent with prior year.

Line 6D.6 New optant meters installed

We have installed almost 26,700 meters which is a small increase to the number installed in 2023/24 but c. 8,000 lower than forecast in FBP.

Table 5: New optant meters installed

	2021/22 APR	2022/23 APR	2023/24 APR	2024/25 APR	2024/254 FBP
New optant meters	21,301	24,866	24,926	26,685	34,924

Our Lowest Bill Guarantee (LBG) introduced in 2020 will mean that customers who have a free meter fitted will pay on their cheapest tariff for each billing period within the two year reversion timescale. If the customers measured charges are higher than their rateable value charges, we will bill them on their rateable value charges. The offer has been designed to reduce the potential 'loss aversion' that customers tell us is preventing them from moving to a meter, whilst still offering a potential financial saving to reduce water use, along with the use information that a meter provides.

Line 6D.7 New selective meters installed

We have fitted c.47,000 selective meters. This brings the total number of meters (selective and optant) fitted in the year to c.73,600. We continue to promote free meter options and our Lowest Bill Guarantee (LBG) scheme by targeting customers who we believe will make a saving based on their current charges and send letters, texts and emails and we include flyers inside second half yearly unmeasured bills.

Table 6: New selective meters installed

	2021/22 APR	2022/23 APR	2023/24 APR	2024/25 APR	2024/25 FBP
New optant meters	70	24,332	18,868	46,926	0

The total number of meters installed over the AMP is c.204,000 achieving our AMP7 target of 180,000 meters.

Line 6D.8 New business meters installed

A small number of business meters have been installed.

Line 6D.9 Residential meters renewed

We have renewed c. 9,000 residential meters

Line 6D.10 Business meters renewed

The number of non-household meter exchanges is c.1,800.

Line 6D.11 Replacement of basic meters with smart meters for residential customers

We have replaced 4,780 basic meters with AMR meters and 836 with AMI meters.

Line 6D.12 Replacement of AMR meter with AMI meters for residential customers

We have replaced 552 AMR meters with AMI meters.

Line 6D.13 Replacement of basic meters with smart meters for business customers

There have been a small number of basic meters replaced with AMR meters.

Line 6D.14 Replacement of AMR meter with AMI meters for business customers

We have not made any AMI replacements for business customers.

Line 6D.15 New residential meters installation – supply-demand balance benefit

We have reported 2.24 Ml/d based on the number of new smart meters installed.

Line 6D.16 New business meters installation – supply-demand balance benefit, Line 6D.173 Residential meters renewed - supply-demand balance benefit and Line 6D.18 Business meters renewed - supply-demand balance benefit

We have reported zero in these lines and have no further comments.

Line 6D.21Residential properties - meter penetration

Meter penetration is slightly increased from last year at 51 per cent

Leakage activities

Line 6D.22 Total leakage activity – Totex expenditure

Our networks are dynamic systems and multiple leakage activities are often carried out in district metered areas therefore leakage Totex and the associated leakage savings are based on a number of assumptions. These assumptions may differ from company to company meaning data is not comparable. The comparison of costs and benefits is further complicated by the delay between incurring the expenditure and delivering the benefit. For example, acoustic logger enhancement costs incurred in a specific year will not deliver benefits instantaneously, however they will deliver benefits in future years for the whole of their useful economic life. Likewise, investment in historic years will have delivered leakage benefits in the current year.

Total leakage expenditure has increased in 2024/25 from the prior year due to a number of factors; 2022/23 was a challenging year due to extreme weather incidents and has continued to impact the three-year average performance. In addition, 2024/25 also incurred a Freeze thaw incident in year. This required additional recovery efforts in year to maintain leakage through increased reactive repair volumes but also planned investment to help reduce future leakage.

An element of the additional investment outlined above, has been included in Table 4L as leakage enhancement and therefore within the reducing leakage value reported in Table 6D. This is primarily where investment related to significant new asset install as we believe this represents a step change in performance capability.

To identify leakage Totex costs we have combined a bottom up and top-down approach. Infrastructure renewals (IRE) and Capex expenditure has been analysed on a project-by-project basis to identify those contributing to leakage performance. Costs incurred in relation to specific projects associated with leakage loggers, active leak control, pressure management and mains replacement/rehabilitation have been included. Where the project delivers multiple drivers, we have allocated costs to leakage/non leakage dependent on the type of activity with Opex costs following the same activity methodology used for IRE and Capex.

The following direct costs associated with leakage detection and repair activities have been reported in Totex including:

- customer enquiries;
- work scheduling;
- internal resource and associated spend for investigation;
- external partner costs for the repairs;
- health and safety;
- street works (including permit costs;)

- commercial support costs

With an allowance for indirect corporate overheads.

A bottom-up review of all leakage costs is then undertaken to allocate Totex to one of the following categories:

- 100 per cent maintaining leakage
- 100 per cent reducing leakage
- Costs associated with both maintaining and reducing leakage, allocated based on management estimate
- Repair and maintenance contract partner spend driver allocated based on natural rate of rise.

It is not feasible to identify if repair and maintenance contract partner costs contribute to maintaining or reducing leakage from a bottom-up approach due to the high volume of relatively low value work (c.>30,000 leak repairs carried out per annum). We have therefore used the natural rate of rise to allocate spend which has allocated all reactive expenditure to maintain in 2024/25.

As with all cost allocations, we continue to review and refine our methodology for the allocation of leakage Totex to improve the accuracy of expenditure reported. As both the RAG guidance for Table 6D and any additional Prevent, Aware, Locate, Mend (PALM) analysis develops over time we expect cost allocation methodologies to change and improve across all companies.

Line 6D.23 Leakage improvements delivering benefits in 2020-25

The incremental leakage enhancement delivered during the reporting year to the supply-demand balance has been calculated by subtracting last year's total annual leakage from this years reported total annual leakage. 408.64 – 411.15 = -2.51 Ml/d. This increase in leakage follows a freeze-thaw event in January 2025.

Per capita consumption (excluding supply pipe leakage)

Line 6D.24 Per capita consumption (measured customers)

Line 6D.25 Per capita consumption (unmeasured customers)

For commentary on our PCC performance please see section 1.1 of the main APR pages 46 to 48.

Table 6F WRMP annual reporting on delivery - non-leakage activities

The expenditure and cost allocations relating to these projects are consistent with table 4L for each of the different classifications (appropriate lines are 4L.22, 4L.25 and 4L.31). Forecasted years expenditure represents our current best view of the projects but may vary as the projects deliver.

Table 7A Wastewater network+ - Functional expenditure for the 12 months ended 31 March 2025

Costs of STWs in size bands 1 to 5

7A.1 Direct costs of STWs in size band 1, Line 7A.2 Direct costs of STWs in size band 2, Line 7A.3 Direct costs of STWs in size band 3, Line 7A.4 Direct costs of STWs in size band 4 and Line 7A.5 Direct costs of STWs in size band 5

This year we have seen increases in power price costs, chemical price costs and employment costs.

For all of the works in size bands one to five we have continued to allocate the expenditure based on the numbers of full time equivalent operational staff for each treatment works.

These lines are directly influenced by the movement in size bands of our treatment works, most notably between bands 5 and 6. However, this year the number of size band six works has increased to 65 as Clitheroe, Kidsgrove and Tyldesley were added.

Details of these movements are described in the commentary for lines 7D.9 to 7D.14 below.

Line 7A.6 General and support costs of STWs in size bands 1 to 5

This year we have experienced an increase in costs relating to movement in Provisions and Insurance.

Line 7A.7 Functional expenditure of STWs in size bands 1 to 5

This is a calculated line.

Costs of STWs in size band 6

As described in line 7D.14, the number of size band six work has increased to 65.

Line 7A.8 Service charges for STWs in size band 6

The majority of the costs in this line are associated with our Environment Agency Permits. We continue to review our consent charges with the Environment Agency to ensure that we pay the correct amount for our discharges.

Line 7A.9 Estimated terminal pumping costs size band 6 works

These are estimated costs, based on power and a proportional allocation of maintenance costs. We routinely review our terminal pumping station assets and these estimated costs are largely in line with those reported in the previous period but taking into account the increases in electricity prices.

Line 7A.10 Other direct costs of STWs in size band 6

This line includes power, employment costs, hired and contracted services, materials and consumables and other direct costs. Income from generation is treated as negative expenditure. Sludge liquors recharges have been reflected in direct costs (which was previously only shadow reported) and the RAG 2.09 allocation of other business activities (regulation costs). This is in line with RAG 4.13 guidance which states that functional expenditure should take into account improved cost allocations between the sewage treatment and bioresources units in relation to sludge liquors, energy generation and overheads.

Line 7A.11 Direct costs of STWs in size band 6

This is a calculated line.

Line 7A.12 General and support costs of STWs in size band 6

This year we have experienced an increase in costs relating to movement in Provisions and Insurance.

Line 7A.13 Functional expenditure of STWs in size band 6

This is a calculated line.

Costs of STWs – all sizes

Line 7A.14 Total operating functional expenditure (excluding 3rd party services)

This is a calculated line (sewage treatment)

Table 7B Wastewater Network+ - Large sewage treatment works for the 12 months ended 31 March 2025

Sewage treatment works - Explanatory variables

Line 7B.1 Works name

This is standard information linking the works to the Environment Agency consent. The number of large sewage works has increased this year with 65 being reported.

Table 7: Changes to large works categorisation

WwTW name	Annual change	Reason for change
Clitheroe WWTW	Added TA2	Site is included in the large works table due to an increase in Trade Effluent volume
Kidsgrove WwTW	Added TA2	Site is included in the large works table due to an increase in population
Tyldesley WwTW	Added TB2	Site is included in the large works table due to an increase in Trade Effluent volume

Line 7B.2 Classification of treatment works

The treatment works classification has changed for one WwTW in addition to those added to the number of large sewage works.

Table 8: Changes to treatment works classification

WwTW name	Annual change	Reason for change
Congleton WwTW	TB2 to TA2	Site now has ASP – treatment classification change

Line 7B.3 Population equivalent of total load received

The table below highlights the significant changes in population equivalent of total load received.

Table 9: Changes to total load received

WwTW name	Annual change	Reason for change
Blackburn WwTW	Increase	Increase in load contribution from TE
Bolton WwTW	Increase	Increase in load contribution from TE
Chorley WwTW	Decrease	Decrease in load contribution from TE. Closure of a local large trader has made a significant contribution to the total TE to the works
Colne WwTW	Decrease	Decrease in load contribution from TE
Congleton WwTW	Decrease	Decrease in load contribution from TE

WwTW name	Annual change	Reason for change
Ellesmere port WwTW	Increase	Increase in load contribution from TE
Leyland WwTW	Increase	Increase in load contribution from TE
Macclesfield WwTW	Increase	Increase in load contribution from TE
Rochdale WwTW	Decrease	Decrease in load contribution from TE. Closure of local large trader has had a significant impact. Some other traders have a reduced volume for the year
Salford WwTW	Increase	Increase in load contribution from TE
Walton-le-dale WwTW	Increase	Increase in load contribution from TE
Whaley bridge WwTW	Decrease	Decrease in load contribution from TE
Wigan (hoscar) WwTW	Decrease	Decrease in load contribution from TE
Clitheroe WwTW	Increase	New site into large works table
Kidsgrove WwTW	Increase	New site into large works table
Tyldesley Wwtw	Increase	New site into large works table

Line 7B.4 Suspended solids consent

There are three changes in the suspended solids permit levels in this financial year as below

Table 10: Changes to suspended solids permit level

WwTW name	Annual change	Previous	New	Reason for change
Clitheroe WwTW	Permit change	NA	90	New site into large works table
Kidsgrove WwTW	Permit change	NA	25	New site into large works table
Tyldesley WwTW	Permit change	NA	25	New site into large works table

Line 7B.5 BOD_5 consent

There are six changes to the **BOD_5** permit levels in this financial year as below.

Table 11: Changes to BOD_5 permit levels

WwTW name	Annual change	Previous	New	Reason for change
Burnley WwTW	Permit change	25	9	Permit variation - WINEP Dec 2024 BOD, Ammonia and P limits tightened.
Hyndburn WwTW	Permit change	20	15	Permit variation - WINEP Dec 2024 BOD, Ammonia tightened
Rossendale WwTW	Permit change	15	12	Permit variation WINEP Dec 2024 BOD, Ammonia and P limits tightened
Tyldesley WwTW	Permit change	N/A	15	Movement from size band 5 to 6
Clitheroe WwTW	Permit change	N/A	50	Movement from size band 5 to 6

WwTW name	Annual change	Previous	New	Reason for change
Kidsgrove WwTW	Permit change	N/A	10	Movement from size band 5 to 6

Line 7B.6 Ammonia consent

There are seven changes to the Ammonia permit levels in this financial year as below

Table 12: Changes to ammonia permit levels

WwTW name	Annual change	Previous	New	Reason for change
Burnley WwTW	Permit change	5	2	Permit variation - WINEP Dec 2024 BOD, Ammonia and P limits tightened.
Glossop WwTW (Melandra)	Permit change	8	3.5	Permit variation - WINEP Dec 2024 Ammonia tightened and new P limit with Iron
Hyndburn WwTW	Permit change	4	3	Permit variation - WINEP Dec 2024 BOD, Ammonia tightened
Rossendale WwTW	Permit change	2	1	Permit variation - WINEP Dec 2024 BOD, Ammonia and P tightened
Tyldesley WwTW	Permit change	N/A	2	Movement from size band 5 to 6
Clitheroe WwTW	Permit change	N/A	10	Movement from size band 5 to 6
Kidsgrove WwTW	Permit change	N/A	1	Movement from size band 5 to 6

Line 7B.7 Phosphorus consent

There are 17 changes in the phosphorus permit levels in this financial year as below

Table 13: Changes to phosphorus permit levels

WwTW name	Annual change	Previous	New	Reason for change
Blackburn WwTW	Permit change	1	0.25	Permit variation - WINEP Dec 2024 P limit tightened with Iron
Burnley WwTW	Permit change	1	0.25	Permit variation - WINEP Dec 2024 BOD, Ammonia and P limits tightened.
Chorley WwTW	Permit change	2	0.4	Permit variation - WINEP Dec 2024 tightened P limit
Congleton WwTW	Permit change	2	0.25	Permit variation - WINEP Dec 2024 tightened P limit
Glazebury WwTW	Permit change	2	0.4	Permit variation - WINEP Dec 2024 tightened P limit
Glossop WwTW (melandra)	Permit change	0	0.3	Permit variation - WINEP Dec 2024 Ammonia tightened and new P limit with Iron
Horwich WwTW	Permit change	1	0.25	Permit variation - WINEP Dec 2024 P tightened
Leigh WwTW	Permit change	2	0.5	Permit variation - WINEP Dec 2024 tightened P limit
Leyland WwTW	Permit change	2	0.6	Permit variation Dec 2024 P limit tightened

WwTW name	Annual change	Previous	New	Reason for change
Macclesfield WwTW	Permit change	0	0.3	Permit variation - WINEP Dec 2024 new P limit with iron
Rossendale WwTW	Permit change	2	0.4	Permit variation WINEP Dec 2024 BOD, Ammonia and Plimit tightened
Tyldesley WwTW	Permit change	N/A	0.8	Movement from size band 5 to 6
Westhoughton WwTW	Permit change	2	0.25	Permit variation - WINEP Dec 2024 tightened P limit
Whaley bridge WwTW	Permit change	0	0.25	Permit variation - WINEP Dec 2024 new P limit with iron
Clitheroe WwTW	Permit change	N/A	2	Movement from size band 5 to 6
Wilmslow WwTW	Permit change	0	1	Permit variation - WINEP Dec 2024 new P limit with iron
Kidsgrove WwTW	Permit change	N/A	0.25	Movement from size band 5 to 6

Line 7B.8 UV Consent

There have been no notable changes to the stated UV consents this year.

Line 7B.9 Load received by STW

This is a calculated line.

Line 7B.10 Flow passed to full treatment

During the last financial year the average flow at all measured works increased by an average of approximately 1.7 per cent across the data set. The most significant are set out below.

Table 14: Key changes in flow

	Works	Previous	New	Reason for change
Increase	BIRKENHEAD WWTW	56753.64	69145.44	Higher flows January to July and December.
Decrease	BURSCOUGH WWTW	15239.59	13518.02	Lower flows August to December.
Increase	ELLESMERE PORT WWTW	38439.43	42463.93	Higher flows January to July.
Increase	HYNDBURN WWTW	63646.66	73095.55	Higher flows January to October.
Decrease	MACCLESFIELD WWTW	38087.75	32366.85	Lower flows November to December.
Decrease	SKELMERSDALE WWTW	23831.85	20927.7	Lower flows August to December.
Decrease	URMSTON WWTW	14632.92	12101.03	Lower flows August to December.
Decrease	WHALEY BRIDGE WWTW	12491.55	10712.99	Lower flows August to December.
Increase	WIGAN (HOSCAR) WWTW	91577.46	107651.5	Higher flows January to July and December.

Sewage treatment works – Functional expenditure

Line 7B.11 Service charges

The majority of the costs in this line are associated with our Environment Agency Permits. We continue to review our consent charges with the Environment Agency to ensure that we pay the correct charges for our discharges.

Line 7B.12 Estimated terminal pumping expenditure

These are estimated costs, based on power and a proportional allocation of maintenance costs. We routinely review our terminal pumping station assets and these estimated costs are largely in line with those reported in the previous period but taking into account the increases in electricity prices.

Line 7B.13 Other direct expenditure

This line includes power, employment costs, hired and contracted services, materials and consumables and other direct costs. Income from generation is treated as negative expenditure. Sludge liquors recharges have been reflected in direct costs (which was previously only shadow reported) and the revised RAG 2.09 allocation of other business activities (regulation costs), in accordance with RAG 4.13 definition of functional expenditure.

7A.10 above, we have seen increases in power costs, chemical costs and employment costs and 3 more sites have been added. These have been offset party by the inclusion of the sludge liquors recharge.

Line 7B.14 Total direct expenditure

This is a calculated line.

Line 7B.15 General and support expenditure

General and Support expenditure is largely in line with expenditure reported in the previous period.

Line 7B.16 Functional expenditure

This is a calculated line.

Table 7C Wastewater Network+ - Sewer and volume data for the 12 months ended 31 March 2025

Line 7C.1 Connectable properties served by s101A schemes completed in the report year and Line 7C.2 Number of s101A schemes completed in the report year

There has been no delivery of schemes this reporting year.

Line 7C.3 Total pumping station capacity and Line 7C.4 Number of network pumping stations

Total pump capacity has increased by 965 kW compared to the previous year. The majority of this increase is associated with the addition of 4 Last in Line (LiL) storm pumps. As in previous years, we have seen fluctuations in values which are associated with our continued data improvement programme and the ongoing replacement of pumps.

In the report year an additional 42 sites have been added and 13 removed, equating to an overall increase of 29 network pumping stations compared to 2023/24.

Line 7C.5 Total number of sewer blockages

Our blockages performance of 17,819 incidents is a continuation of our year-on-year improvement. This is our lowest ever number of blockages, and when normalised, we estimate we are industry leading to date in this measure with a reduction in blockages of over 21 per cent over AMP7. More information on our blockage performance is available in section 1.1 of the main APR document Collect and recycle rainwater.

Overall blockages in our existing assets have reduced over the long term and the proportion of blockages from transferred assets remains stable. Transferred assets were in varying degrees of asset condition when transferred to us from private ownership in 2011, they are, typically, smaller in diameter, meaning that they are more prone to blockages, and are, subject to a higher percentage of blockage incidents due to customer misuse.

Line 7C.6 Total number of gravity sewer collapses

There have been 967 gravity sewer collapse incidents in this reporting period. This is compared to 1,030 in 2023/24.

More information on our sewer collapse performance is available in section 1.1 of the main APR document Collect and recycle rainwater

Line 7C.7 Total number of sewer rising main bursts

There have been 58 rising main burst incidents in this reporting period. This is compared to 59 in 2023/24, 77 in 2022/23 and 60 in 2021/22, which is in line with the previous numbers of incidents from the AMP6 methodology.

These defects represent less than 6 per cent of the overall reportable sewer collapse number and can only be attributed to year on year natural variation.

Line 7C.8 Number of combined sewer overflows

Our profile of overflows changes over time. Increases in the number of overflows can be as a result of the adoption of previously private assets or the discovery and permitting of previously unknown/unpermitted assets. Decreases occur when assets are closed and from the discovery that some assets do not exist (the permits for these assets are then surrendered). We are continuously reviewing our assets against our data records.

The total number of combined sewer overflows (CSOs) in this reporting period has increased from 2,075 to 2,077. This is an overall net increase of two. Two storm overflow permits were surrendered, one site was removed as it was reclassified as storm tank, two sites added ad they were reclassified as storm overflows. There were nine new permits issued that were previously unpermitted. In 2023/24 three sites had been reported as both permitted and unpermitted. Three were confirmed as non-spillers/abandoned or not to exist.

Line 7C.9 Number of emergency overflows

Our profile of overflows changes over time. Increases in the number of overflows can be as a result of the adoption of previously owned private assets or the discovery and permitting of previously unknown/unpermitted assets. Decreases occur when assets are closed and from the discovery that some assets no longer exist (the permits for these assets are then surrendered).

The total number of emergency overflows (EOs) in this reporting period increased from 645 to 649. One EO permit was surrendered; eight additional EOs were identified as unpermitted; two classified as no longer spilling and one for which a permit application has been submitted but not yet received.

Line 7C.10 Number of settled storm overflows

Our profile of overflows changes over time. Increases in the number of overflows can be as a result of the adoption of previously private assets or the discovery and permitting of previously unknown/unpermitted assets. Decreases occur when assets are closed and also from the discovery that some assets do not exist (the permits for these assets are then surrendered).

The number of settled storm overflows (SSOs) reported in this financial year has remained at 191.

Line 7C.11 Sewer age profile (constructed post 2001)

The length of sewer laid or structurally refurbished post 2001 has increased this year by 153 km.

Line 7C.12 Volume of trade effluent

There has been an overall decrease of 6.8 per cent in the trade effluent flow discharged to the sewerage system recorded this year, but this follows a 5 per cent increase last year. This variance is partly due to the change in the

way trade effluent volumes have been captured since the Retail market opened in 2017, and the steps that have been taken since then to improve the accuracy of the data in the market. It can also be attributed to increased efficiencies from traders due to the current economic climate.

Line 7C.13 Volume of wastewater receiving treatment at sewage treatment works

The total volume reported is the sum of foul, surface water and highway drainage, so is the sum of all flows received at the treatment works, not just domestic flows.

This number has decreased by 1.77 per cent this year as we have seen decreases in each of the component elements

Line 7C.14 Length of gravity sewers rehabilitated

The length of gravity sewer rehabilitated can vary across a five year period. This is to be expected as our work prioritisation can flex to accommodate emerging customer priorities. The length of gravity sewers rehabilitated for this reporting year has decreased for this previous year.

Line 7C.15 Length of rising mains replaced or structurally refurbished

Some 0.25km length of rising main refurbished this year. This is primarily due to no observed major capital projects (MCP) including this asset type. However, when reported to 0 decimal places, this length will be displayed as zero.

When a reactive rising main burst occurs, our operations teams input all the reactive incident data into our corporate system. An output report is produced, containing information on the type of repairs made, length and depth of rising main, pipe material and photographs, which is all taken from the corporate system and validated by the local operational teams and thereafter our strategic teams. In this instance we therefore interpret 'structurally refurbished' as any pipeline rehabilitation technique which results in a repair to a burst rising main, that by its action improves the structural integrity of the pipe.

Line 7C.16 Length of foul (only) public sewers, Line 7C.17 Length of surface water (only) public sewers, Line 7C.18 Length of combined public sewers, Line 7C.19 Length of rising mains, Line 7C.20 Length of other wastewater network pipework, Line 7C.21 Total length of "legacy" public sewers as at 31 March and Line 7C.22 Length of formerly private sewers and lateral drains (s105A sewers)

We have continued with our sewer length data improvement checks this financial year. These checks have focused on improving the quality of our sewer records. We have seen a small growth in the mapped network as a result of replacing records that were previously inferred. This has led to a small increase in our existing asset length, whilst transferred assets have remained the same.

Line 7C.23 Number of combined sewer overflows (as at 1 January)

The total number of combined sewer overflows (CSOs) as at 1 January 2024 is 2,018. This total includes combined sewer overflows located on both our network and treatment sites. The total also includes both permitted and unpermitted assets. This figure is consistent with line 7C.8 from the 2023/24 APR.

Line 7C.24 Number of settled storm overflows (as at 1 January)

The total number of settled storm overflows (SSOs) as at 1 January 2024 is 192. This total includes combined sewer overflows located on both our network and treatment sites. The total also includes both permitted and unpermitted assets. This figure is consistent with line 7C.10 from the 2023/24 APR.

Line 7C.25 Number of storm overflows - other (as at 1 January)

The total number of storm overflows (other) as at 1 January 2024 is 54. This has decreased from the previous year due to completion of investigations that identified sites that were not overflows

Line 7C.26 Number of storm overflows - pending investigation (as at 1 January)

The total number of storm overflows - pending investigation as at 1 January 2024, is 0. This reporting line relates to unpermitted assets that were being investigated. This figure remains the same

Line 7C.27 Number of permitted storm overflows closed in the previous reporting year (as at 1 January)

Total number of permitted storm overflows closed in the previous reporting year as at 1 January 2025 is one. This relates to CON0089 Spragg Street/Willow Street CSO.

Line 7C.28 Number of storm overflows - consistent with PR24 performance commitment definition

This is a calculated line. The addition of year end reporting numbers (lines 23-27) including any permits that were revoked in the reporting year (i.e. 2264 + 1 = 2265).

Line 7C.29 Number of storm overflows closed in the previous reporting year - (as at 1 January)

The reported figure is two storm overflows which have been confirmed closed, bifurcations, or where it is discovered the asset does not exist. This line excludes those in line 27, two (unpermitted) sites removed. (Wetherall Pastures and Longpool CSOs).

Line 7C.30 Number of storm overflows with event duration monitors installed (as at 1 January)

The number of storm overflows with event duration monitors installed as at 1 January 2024, is 2,264 (from 2023 EDM return). This includes the number of storm overflows and settled storm overflows

Line 7C.31 Proportion of the time that event duration monitors on storm overflows were operational (from 1 January to 31 December)

The proportion of time that EDMs on storm overflows were operational was 95.10 per cent. This is from the EDM return for 1 January to 31 December 2024 reporting period. It is calculated from 2,270 EDM reported sites (storm overflows and storm tanks).

Line 7C.32 Number of spills from storm overflows (from 1 January to 31 December)

The number of spills from storm overflows (from 1 January to 31 December 2024) was 77,187. This is from the EDM return for 1 January to 31 December 2024 reporting period. It is calculated from 2,270 EDM reported sites (storm overflows and storm tanks).

Line 7C.33 Number of emergency overflows - sewage pumping stations (as at 1 January)

The number of emergency overflows - sewage pumping stations as at 1 January 2024 was 645. This total includes emergency overflows located at pumping stations on both our network and treatment sites. The total also includes both permitted and unpermitted assets. Any EOs that are due to be converted to SOs are recorded within this line. As per the definition we have not included any EOs where there is a corresponding SO. There are 360 sites that have these combined discharge permits (both EO and SO).

Line 7C.34 Number of emergency overflows - network (as at 1 January)

The number of emergency overflows - network as at 1 January 2024 was two. COP0088 and ROC0158 are not located at a pumping station, so not included in line 7C.33 above.

Line 7C.35 Number of emergency overflows - other (as at 1 January)

The number of emergency overflows - other as at 1 January 2024 was zero.

Line 7C.36 Number of emergency overflows - all (as at 1 January)

This is a calculated line. It has one more than the previous reporting period due to the inclusion of COP0088 (7C.34)

Line 7C.37 Number of emergency overflows with event duration monitors installed (as at 1 January)

The number of emergency overflows with event duration monitors installed was 21 as of 1 January 2024. These 21 have emergency overflow EDM permit requirements. As per the definition we have not included any EOs where there is a corresponding SO. There are 360 sites that have these combined discharge permits (both EO and SO) and therefore have an EDM already installed on the SO.

Line 7C.38 Number of emergency overflows with an MCERTS certified event duration monitors installed (as at 1 January)

There were zero emergency overflows with MCERTS certified event duration monitors from 1 January 2023 to 31 December 2023.

Line 7C.39 Proportion of the time that event duration monitors on emergency overflows were operational (from 1 January to 31 December)

The proportion of time that EDMs were operational was 99.47 per cent. Unlike lines 7C.33 to 7C.38 above, this figure refers to the 1 January 2025 position, which utilises 2024 calendar year data (1 January 2024 to 31 December 2024). The number therefore refers to the average operability for the 21 sites listed in 7C.37 as per the 2024 Environment Agency return.

Line 7C.40 Number of spills from emergency overflows (from 1 January to 31 December)

The number of spills from emergency overflows was 397. Unlike lines 7C.33 to 7C.38 above, this figure refers to the 1 January 2025 position, which utilises 2024 calendar year data (1 January 2024 to 31 December 2024). Therefore, this number corresponds to the number of spills for the 21 sites listed in 7C.37 as per the 2024 Environment Agency return.

There are 350 sites that have a combined discharge permit (both EO and SO discharges), which can often discharge through a single discharge outlet/point. Discharges made through this type of outlet are recorded as SO discharges. As per the definition these have not been included as EO spills.

As part of our business as usual process we are validating spill data and investigating sites with low operability with an aim to improve the reported information.

Table 7D Wastewater Network+ - Sewage treatment works data for the 12 months ended 31 March 2025

Load received at sewage treatment works

Line 7D.1 Load received by STWs in size band 1, Line 7D.2 Load received by STWs in size band 2, Line 7D.3 Load received by STWs in size band 3, Line 7D.4 Load received by STWs in size band 4, Line 7D.5 Load received by STWs in size band 5 and Line 7D.6 Load received by STWs above size band 5

The number of treatment works has not changed and remains 583. We have seen movement in the treatment works but they have counterbalanced each other in the overall number. Details of the sites that have been added or removed are shown below:

Table 15: Movement in treatment works

Added	Removed
Cartmel In Cark WwTW	Marton North WwTW
Williamsgate WwTW	Buerton South WwTW

The movements between size bands categories is described in the commentary for line 7D.9 and shown in the table below.

Table 16: Movement in size banding

	Size bands		
Works Name	**2023/24**	**2024/25**	**Change**
Aglionby	2	1	Decrease in banding
Askham	2	1	Decrease in banding

	Size bands		
Works Name	**2023/24**	**2024/25**	**Change**
Audlem	3	4	Increase in banding
Bromfield	2	3	Increase in banding
Buerton South	1		Site closed
Bulkeley	2	1	Decrease in banding
Burton-In-Lonsdale	2	3	Increase in banding
Cargo	1	2	Increase in banding
Cartmel in Cark		2	Site added
Clitheroe	5	6	Increase in banding
Crowton	2	1	Decrease in banding
Culgaith	2	3	Increase in banding
Dolphinholme	2	1	Decrease in banding
Duddon	3	2	Decrease in banding
Gilcrux	1	2	Increase in banding
Gisburn	3	2	Decrease in banding
Glasson	2	3	Increase in banding
Grange-Over-Sands	5	4	Decrease in banding
Greystoke	2	3	Increase in banding
Kidsgrove	5	6	Increase in banding
Marton North	2		Site closed
Moston West	2	1	Decrease in banding
Mowpen Brow	2	1	Decrease in banding
Newbiggin	4	3	Decrease in banding
Plumpton North	2	1	Decrease in banding
Prospect & Oughterside	3	2	Decrease in banding
Temple Sowerby	2	3	Increase in banding
Tyldesley	5	6	Increase in banding
Warwick Bridge	4	3	Decrease in banding
Wigton Trade Effluent Sewer	4	5	Increase in banding
Williamsgate		1	Site Added

Changes in the size band of treatment works have affected the distribution of loads across treatment works and also the distribution of the numbers of treatment works.

Load distribution has also been influenced by tightening of existing consent limits and introduction of new limits at WwTW. Due to various quality improvement drivers there is a developing general trend of tighter phosphorus limits at treatment works. The increase in number of consent changes this year is higher than previous years of the AMP due to the delivery of AMP7 WINEP projects in line with the AMP7 plan.

Line 7D.7 Total load received

This is a calculated line

Line 7D.8 Load received from trade effluent customers at treatment works

The overall load received from trade effluent customers at treatment works has increased this year by 2 per cent.

Number of sewage treatment works

The number of sewage treatment works can be used as a basic indicator of the size of a water company. However, for it to be used as an effective comparator, it must be used in conjunction with consent, load and WwTW classification information.

Line 7D.9 STWs in size band 1, Line 7D.10 STWs in size band 2, Line 7D.11 STWs in size band 3, Line 7D.12 STWs in size band 4, Line 7D.13 STWs in size band 5 and Line 7D.14 STWs above size band 5

The total number of works is the same as the previous reporting period at 583. A summary of the movements between the numbers of works in each size band is shown below.

Table 17: Summary of size band movements

Size band	In	Out	Net	Number of works (2023/24)	Number of works 2024/25	Net
1	9	3	**+6**	315	**321**	**+6**
2	6	15	**-9**	65	**56**	**-9**
3	8	4	**+4**	59	**63**	**+4**
4	2	3	**-1**	50	**49**	**-1**
5	1	4	**-3**	32	**29**	**-3**
6	3	0	**+3**	62	**65**	**+3**
	29	29	**0**	**583**	**583**	**0**

The Phosphorus, BOD and Ammonia permit condition bandings associated with these 583 works are also displayed in lines 7D.9 to 7D.14

Line 7D.15 Total number of works

This is a calculated line.

Population equivalent

Line 7D.16 Current population equivalent served by STWs

The population equivalent (PE) served by WwTWs has increased by 173.086, which is an increase of 1.95. per cent over the previous reporting period.

The contribution from resident population to the current population equivalent served has increased (2.03 per cent), alongside an increase in the contribution from Trade effluent (TE) entering the sewerage network (2.2 per cent increase) in line with an overall historic trend.

The load from trade effluent discharges is variable annually and depends on numerous factors including but not limited to:

- Confidence in the economy
- Demand for services and products
- Introduction of treatment and pre treatment stages at trader premises
- Action plans to achieve compliance with UUW issued trade effluent consents
- Closures and relocations

Reductions in trade effluent load was recorded in the previous year but historic data does show periods of short lived reduction which subsequently rebound as seen in this reporting year.

Line 7D.17 Current population equivalent served by filter bed or activated sludge STWs with tightened/new P consents

The 50 relevant schemes claimed in the WINEP this year are detailed below, along with the associated tightened P limit. The total population equivalent served by these schemes is 1,869,072.

The projects were delivered by capex solution. In any instance where this is not the case, the population equivalent benefitting from the primarily opex solutions would be shown.

Table 18: Current population equivalent served by filter bed or activated sludge STWs with tightened/new P consents

WINEP Reference	Works Name	Delivery	Driver	Tightened P Limit	Population equivalent (000s)
7UU200366	Ainsdale WwTW	31/03/2025	U_IMP1	2	10.437
7UU100001	Barnoldswick WwTW	22/12/2024	WFD_IMPm	0.25	11.807
7UU200737	Biddulph WwTW	22/12/2024	WFD_IMPm	0.25	16.019
7UU200470	Blackburn WwTW	22/12/2024	WFD_IMPm	0.25	334.123
7UU200730	Bolton WwTW	31/03/2025	WFD_ND	0.4	433.349
7UU200719	Bowdon WwTW	22/12/2024	WFD_IMPm	5	7.357
7UU200751	Bunbury WwTW	22/12/2024	WFD_IMPg	0.4	1.488
7UU200464	Burnley WwTW	22/12/2024	WFD_IMPg	0.25	136.722
7UU200767	Castleton WwTW	22/12/2024	WFD_IMPm	0.25	6.086
7UU200758	Chapel-en-le-Frith WwTW	22/12/2024	WFD_IMPg	0.25	7.606
7UU200471	Chorley WwTW	22/12/2024	WFD_IMPm	0.4	65.738
7UU200738	Congleton WwTW	22/12/2024	WFD_IMPg	0.25	37.315
7UU200752	Duddon WwTW	22/12/2024	WFD_IMPg	0.7	0.494
7UU200768	Failsworth WwTW	31/12/2024	WFD_ND	0.3	22.570
7UU100006	Forton WwTW	31/12/2024	WFD_IMPg	1	1.895
7UU200746	Glazebury WwTW	22/12/2024	WFD_IMPm	0.4	27.600
7UU200760	Glossop WwTW	22/12/2024	WFD_IMPg	0.3	37.864
7UU200753	Helsby WwTW	22/12/2024	WFD_IMPm	0.45	20.037
7UU200890	Helsby WwTW	31/03/2025	WFD_ND	5	20.037
7UU200721	High Legh WwTW	22/12/2024	WFD_IMPm	0.4	0.877

WINEP Reference	Works Name	Delivery	Driver	Tightened P Limit	Population equivalent (000s)
7UU200739	Holmes Chapel WwTW	22/12/2024	WFD_IMPg	0.3	12.707
7UU200472	Horwich WwTW	22/12/2024	WFD_IMPg	0.25	29.844
7UU200482	Kendal WwTW	31/03/2025	WFD_ND	0.25	61.967
7UU200740	Kidsgrove WwTW	22/12/2024	WFD_IMPm	0.25	25.204
7UU200722	Knutsford WwTW	22/12/2024	WFD_IMPg	0.4	13.987
7UU200741	Lawton Gate WwTW	22/12/2024	WFD_IMPm	0.3	6.826
7UU200747	Leigh WwTW	22/12/2024	WFD_IMPm	0.5	85.780
7UU200473	Leyland WwTW	22/12/2024	WFD_IMPm	0.6	53.777
7UU200502	Little Budworth North WwTW	22/12/2024	WFD_IMPg	3	0.101
7UU200723	Macclesfield WwTW	22/12/2024	WFD_IMPm	0.3	77.222
7UU200775	Madeley WwTW	22/12/2024	WFD_IMPg	0.25	4.757
7UU200911	Marton North WwTW	22/12/2024	WFD IMpg	1	
7UU200469	Mere Brow WwTW	22/12/2024	WFD_IMPm	0.5	4.713
7UU200742	Middlewich WwTW	01/09/2024	WFD_IMPm	0.4	16.006
7UU200764	Mossley WwTW	22/12/2024	WFD_IMPg	0.25	14.399
7UU200734	Rossendale WwTW	31/12/2024	WFD_ND	0.4	63.190
7UU200776	Rushton WwTW	22/12/2024	WFD_IMPg	1.5	0.367
7UU200765	Saddleworth WwTW	22/12/2024	WFD_IMPg	0.3	17.798
7UU200743	Sandbach WwTW	22/12/2024	WFD_IMPm	0.3	24.733
7UU200777	Tarporley WwTW	22/12/2024	WFD_IMPg	0.3	3.268
7UU200754	Tarvin WwTW	22/12/2024	WFD_IMPg	0.25	8.015
7UU200748	Tyldesley WwTW	22/12/2024	WFD_IMPm	0.8	27.324
7UU200755	Utkinton WwTW	22/12/2024	WFD_IMPg	1	0.378
7UU200756	Waverton WwTW	22/12/2024	WFD_IMPg	0.4	2.075
7UU300131	Waverton WwTW	31/03/2025	WFD_ND	5.4	2.075
7UU200476	Westhead WwTW	31/07/2024	WFD_IMPg	0.6	2.920
7UU200749	Westhoughton WwTW	22/12/2024	WFD_IMPm	0.25	29.156
7UU200766	Whaley Bridge WwTW	22/12/2024	WFD_IMPg	0.25	32.699
7UU200912	Whitegate WwTW	22/12/2024	WFD_IMPg	1	0.095
7UU200729	Wilmslow WwTW	22/12/2024	WFD_IMPm	1	26.351
7UU200750	Worsley WwTW	22/12/2024	WFD_IMPm	0.5	21.917
					1869.072

Line 7D.18 Current population equivalent served by STWs with tightened/new N consents

We have no new/tightened N consents in this reporting period, so the population equivalent is reported as zero.

Line 7D.19 Current population equivalent served by STWs with tightened/new sanitary parameter consents

The relevant schemes claimed in the WINEP this year are detailed below, along with the associated tightened sanitary parameter. The total population equivalent served by this scheme is 1,682,564.

Note those lines crossed out are not counted towards the lines value as it is either the same solution and/or not the primary driver for schemes at the same site.

Typically projects are delivered by capex solution. In any instance where this is not the case, the population equivalent benefitting from the primarily opex solutions would be shown.

Table 19: Current population equivalent served by STWs with tightened/new sanitary parameter consents

WINEP Reference	Works Name	Delivery	Driver	Tightened sanitary parameter	Population equivalent (000s)
7UU200462	Burnley WwTW	22/12/2024	WFD_IMPg	Biochemical Oxygen Demand / Dissolved Oxygen	0.000
7UU200463	Burnley WwTW	22/12/2024	WFD_IMPg	Ammonia	136.722
7UU200465	Burnley WwTW Storm Tanks	22/12/2024	WFD_IMPg	Biochemical Oxygen Demand / Dissolved Oxygen	136.722
7UU200831	Castleton WwTW	22/12/2024	WFD_IMPg	Ammonia	6.086
7UU200832	Castleton WwTW	22/12/2024	WFD_IMPg	Ammonia / Dissolved Oxygen for WFD biological standards	0.000
7UU200835	Castleton WwTW Storm Tanks	22/12/2024	WFD_IMPg	Ammonia / Dissolved Oxygen for WFD biological standards	6.086
7UU200818	Glossop WwTW	22/12/2024	WFD_IMPg	Ammonia	37.864
7UU200816	Helsby WwTW	22/12/2024	WFD_IMPg	Ammonia	20.037
7UU200817	Helsby WwTW	22/12/2024	WFD_IMPg	Biochemical Oxygen Demand / Dissolved Oxygen	0.000
7UU200467	Hyndburn WwTW	22/12/2024	WFD_IMPg	Biochemical Oxygen Demand / Dissolved Oxygen	0.000
7UU200468	Hyndburn WwTW	22/12/2024	WFD_IMPg	Ammonia	140.126
7UU300123	Mossley WwTW	22/12/2024	WFD_IMPg	Ammonia / Dissolved Oxygen for WFD biological standards	14.399
7UU300124	Mossley WwTW	22/12/2024	WFD_IMPg	Ammonia / Dissolved Oxygen for WFD biological standards	0.000
7UU200826	Mossley WwTW Storm Tanks	22/12/2024	WFD_IMPg	Ammonia / Dissolved Oxygen for WFD biological standards	14.399
7UU200803	Rossendale WwTW	22/12/2024	WFD_IMPg	Ammonia / Dissolved Oxygen for WFD biological standards	63.190

WINEP Reference	Works Name	Delivery	Driver	Tightened sanitary parameter	Population equivalent (000s)
7UU200804	Rossendale WwTW	22/12/2024	WFD_IMPg	Ammonia / Dissolved Oxygen for WFD biological standards	0.000
7UU200805	Rossendale WwTW Storm Tanks	22/12/2024	WFD_IMPg	Ammonia / Dissolved Oxygen for WFD biological standards	63.190
7UU300122	Saddleworth WwTW	22/12/2024	WFD_IMPg	Ammonia / Dissolved Oxygen for WFD biological standards	17.798
7UU300121	Worsley WwTW	22/12/2024	WFD_IMPg	Ammonia / Dissolved Oxygen for WFD biological standards	21.917
7UU200815	Worsley WwTW Storm Tank	22/12/2024	WFD_IMPg	Ammonia / Dissolved Oxygen for WFD biological standards	21.917
7UU200790	Bolton WwTW	31/03/2025	WFD_IMPg	Ammonia	433.349
7UU300118	Bolton WwTW	31/03/2025	WFD_IMPg	Ammonia / Dissolved Oxygen for WFD biological standards	0.000
7UU200791	Bolton WwTW Storm Tanks	31/03/2025	WFD_IMPg	Ammonia / Dissolved Oxygen for WFD biological standards	433.349
7UU200891	Congleton WwTW	31/03/2025	WFD_ND	Ammonia	37.315
7UU200892	High Legh WwTW	31/03/2025	WFD_ND	Ammonia	0.877
7UU300132	Macclesfield WwTW	31/03/2025	WFD_ND	Ammonia	77.222
					1682.564

Line 7D.20 Current population equivalent served by STWs with tightened/new UV consents

We have no new/tightened UV consents in this reporting period, so the population equivalent is reported as zero.

Line 7D.21 Population equivalent treatment capacity enhancement

This year we have delivered eight projects with total 73,380 additional population accommodated as below:

Table 20: Population equivalent treatment capacity enhancement

Project	Delivery Date	Delivery Year	Additional Population
Forton WwTW	18/08/2024	5	1,792
Macclesfield WwTW	03/12/2024	5	11,578
Leyland WwTW	26/07/2024	5	14,521
Chipping WwTW	04/09/2024	5	322
Congleton WwTW	18/09/2024	5	9,503
Bolton WwTW	28/03/25	5	21,939
Burnley WwTW	17/09/24	5	13,435
Castleton WwTW	30/04/24	5	290

Project	Delivery Date	Delivery Year	Additional Population
Total 2024/25			73,380

Line 7D.22 Current population equivalent served by STW with tightened / new consents for chemicals

All projects which meet the requirements for this line were completed in 2022. There is nothing further to report for 2024/25.

Table 7E Wastewater network+ - Energy consumption and other data for the 12 months ended 31 March 2025

Other

Line 7E.1 Total sewerage catchment area

We have seen a marginal increase (0.27 per cent) in sewerage catchment area due to continuing data improvements and updates to our corporate GIS system.

Line 7E.2 Designated coastal bathing waters

We currently have 29 designated bathing waters in our region. 25 of these are coastal bathing waters and four are inland bathing waters. As per the reporting guidance, we are now only reporting the 25 coastal bathing waters on this line.

There is the potential for additional designation of bathing waters, particularly where open water swimming becomes more popular in inland waterways and lakes. We will treat newly designated bathing waters in the same manner as existing ones; promoting improvements where appropriate and supported by customers, to ensure our assets are not preventing bathing waters achieving excellent status by 2040.

Line 7E.3 Number of intermittent discharge sites with event duration monitoring

This year, 41 event duration monitoring (EDM) installations have been completed. This is an increase from the previous year.

Line 7E.4 Number of monitors for flow monitoring at STW's

In 2024/25, 43 monitors were delivered within the reporting period. This is an increase from the number delivered in the previous year

The number of EDM schemes delivered each year aligns to the regulatory dates agreed with the Environment Agency and published in the WINEP. As a consequence we expect to see fluctuations within the annually reported figures.

Line 7E.5 Number of odour related complaints

The number of odour related complaints has increased this year, to 965 from 853 in the previous period.

Complaints related to odour at WwTW have reduced by 35 per cent from the previous reporting period, but complaints attributed to other sources have increased by c. 15 per cent.

We continue to employ our odour plans at the relevant operational sites and the reduction in overall numbers for AMP7 is in line with our predicted trend of c. 50 per cent since 2019/20.

Energy consumption

Line 7E.6 Energy consumption – sewage collection, Line 7E.7 Energy consumption – sewage treatment and Line 7E.8 Energy consumption – Wastewater Network +

From 2020/21 the wastewater business consumption was split between collection and treatment and this has remained the same for 2024/25 reporting.

Overall Wastewater (which includes wastewater collection and treatment) has seen a 2 per cent decrease from between 2023/24 to 2024/25. Overall energy consumption in 2023/24 was 521,145 MWh and in 2024/25 it was 507,336 MWh.

Consumption is still above levels observed historically due to continued weather related events and increased pressure from population growth and completion of the enhancement programme which often employs more energy intensive treatment processes.

Scheme delivery

Line 7E.9 Cumulative shortfall in FFT addressed by WINEP / NEP schemes to increase STW capacity and Line 7E.10 Number of sites with an increase in sewage treatment works capacity delivered to address a shortfall in FFT

We have delivered no WINEP schemes to address FFT shortfall in this reporting period, so the equivalent flow is reported as zero.

Line 7E.11 Additional storm tank capacity provided at STWs (grey infrastructure); Line 7E.15 Total number of sewage treatment works sites where additional storage has been delivered (grey infrastructure) and; Line 7E.16 Number of sewage treatment works sites where additional storage has been delivered with pumping (grey infrastructure);

We have delivered one project 7UU200705 at Runcorn WwTW in this reporting period, with 1,051m^3 of storage.

We have not delivered any storm storage projects at STW with pumping.

Line 7E.12 Additional effective storm storage capacity at sewage treatment work (delivered through green infrastructure); and Line 7E.14 Additional effective storage in the network delivered through green infrastructure; Line 7E.17 Number of sewage treatment works benefitting from green infrastructure replacing the need for storm tank storage; and Line 7E.20 Number of sites delivering additional network storage through green infrastructure

There has been no additional storage tank capacity delivered this year through green infrastructure.

Line 7E.13 Additional volume of network storage at CSOs etc. to reduce spill frequency (grey infrastructure)

We have delivered an additional network storage of 35,476m^3 through grey infrastructure.

Line 7E.18 Number of sites delivering additional network storage (grey infrastructure) and; Line 7E.19 Number of sites delivering additional network storage including pumping (grey infrastructure)

We have delivered 14 projects with network grey pumped storage.

Line 7E.21 Surface water separation drainage area removed

The surface water separation drainage area removed has increased by 78,472m^3 from last year due to an increase in the number of surface water separation projects completed. This increase in scale has been supported by the introduction of a new rainwater management team at United Utilities. Some of these projects include PR24 pilots, along with green recovery.

Line 7E.22 Number of schemes delivered to meet tightened or new sanitary consents

This year, nine schemes have been delivered to meet tightened or new sanitary consents.

Table 21: Summary of schemes delivered to meet tightened or new sanitary consents

WINEP Reference	Works Name	Delivery	Driver
7UU200462	Burnley WwTW	22/12/2024	Biochemical Oxygen Demand / Dissolved Oxygen
7UU200463			Ammonia
7UU200831	Castleton WwTW	22/12/2024	Ammonia
7UU200818	Glossop WwTW	22/12/2024	Ammonia
7UU200816	Helsby WwTW	22/12/2024	Ammonia
7UU200817			Biochemical Oxygen Demand / Dissolved Oxygen
7UU200467	Hyndburn WwTW	22/12/2024	Biochemical Oxygen Demand / Dissolved Oxygen

WINEP Reference	Works Name	Delivery	Driver
7UU200468			Ammonia
7UU200790	Bolton WwTW	31/03/2025	Ammonia
7UU200891	Congleton WwTW	31/03/2025	Ammonia
7UU200892	High Legh WwTW	31/03/2025	Ammonia
7UU300132	Macclesfield WwTW	31/03/2025	Ammonia

Line 7E.23 Number of installations requiring civils for flow monitoring at sewage treatment works

All of our installations are placed into one of the three following categories:

(1) **Permit update only** – Where no additional kit is used and no additional work required.

(2) **Simple install** – Installation of kit e.g. level sensors, controller for data feed and connection of telemetry.

(3) **Complex/Civils install** – in addition to the simple install there was civil work required, for example digging a new duct route or adding a new access panel.

This year, there have been twenty installations requiring civils.

Table 22: Installations requiring civils for flow monitoring at sewage treatment works

WINEP ID	Site	Type
FLO00449	Barnoldswick WwTW	Complex/Civils
FLO00460	Burnley WwTW	Complex/Civils
CLA00146	Burscough WwTW	Complex/Civils
FLO00466	Chapel-en-le-Frith WwTW	Complex/Civils
GMC00133	Congleton WwTW	Complex/Civils
FLO00111	DEARHAM WwTW	Complex/Civils
CLA00200	Formby WwTW	Complex/Civils
FLO00495	Holmes Chapel WwTW	Complex/Civils
FLO00502	Kendal WwTW	Complex/Civils
CLA00256	Leyland WwTW	Complex/Civils
GMC00183	Macclesfield WwTW	Complex/Civils
GMC00185	Madeley WwTW	Complex/Civils
GMC00207	Runcorn WwTW	Complex/Civils
CLA00316	Southport WwTW	Complex/Civils
GMC00227	Tarporley WwTW	Complex/Civils
CLA00326	Warcop Village PS	Complex/Civils
FLO00556	Westhead WwTW	Complex/Civils
FLO00557	Westhoughton WwTW	Complex/Civils
FLO00559	Widnes wwTW	Complex/Civils
GMC00251	Worsley WwTW	Complex/Civils

Line 7E.24 Number of installations requiring civils for event duration monitoring at intermittent discharges

Using the same definition as described above in line 7E.23, there have been ten EDM installations requiring civils this year.

Table 23: Installations requiring civils for EDM at intermittent discharges

WINEP Reference	Works Name	Driver	Delivery	Type	No. of installs
7UU200701	Worsley WwTW	U_MON3	20/01/2024	Complex/Civils	1
7UU200123	Barnoldswick WwTW	U_MON3	23/12/2024	Complex/Civils	1
7UU200257	Leyland WwTW	U_MON3	23/12/2024	Complex/Civils	1
7UU200583	Congleton WwTW	U_MON3	09/01/2025	Complex/Civils	1
7UU200623	Knutsford WwTW	U_MON3	02/01/2025	Complex/Civils	1
7UU200677	Tarporley WwTW	U_MON3	02/01/2025	Complex/Civils	1
7UU300304	Wilmslow WwTW	U_MON3	03/01/2025	Complex/Civils	1
7UU200581	Chapel-en-le-Frith WwTW	U_MON3	09/01/2025	Complex/Civils	1
7UU200633	Macclesfield wwTW	U_MON3	09/12/2024	Complex/Civils	1
7UU300197	Tarvin	U_MON3	01/11/2024	Complex/Civils	1

Line 7E.25 Number of storm overflows where improvements have been made to reduce harm or reduce spill frequencies

This year there have been 26 storm overflows where improvements have been made to reduce harm or spill frequencies. We only include our regulatory requirements as outlined in the WINEP. There are other overflows that may have been improved by other initiatives but they are not reported on in this line.

Table 24: Storm overflows where improvements have been made to reduce harm or spill frequencies

Scheme ID	Site	Primary Driver code
7UU200452	Chipping Brook Integrated Catchment Solution (to achieve FTFT and storm consent at Chipping WwTW)	WFD_IMPg
7UU200394	Newbiggin STW	SW_ND
7UU200834	Adj M62 Castleton CSO ROC0094	WFD_IMPg
7UU300119	Albert Road CSO BOL0095	WFD_IMPg
7UU200794	Astley Bridge CSO BOL0056	WFD_IMPg
7UU200458	BUR0026	WFD_IMPg
7UU200459	BUR0036	WFD_IMPg
7UU200465	Burnley WwTW Storm Tanks	WFD_IMPg
7UU200835	Castleton WwTW Storm Tanks	WFD_IMPg
7UU200798	Duncar Bridge CSO BOL0176	WFD_IMPg
7UU300120	Ginger Fold CSO BOL0144	WFD_IMPg
7UU200812	Gloucester Street/Wigan Road CSO WIG0207	WFD_IMPg
7UU300125	Mossley WwTW Inlet CSO	WFD_IMPg
7UU200826	Mossley WwTW Storm Tanks	WFD_IMPg

Scheme ID	Site	Primary Driver code
7UU200795	Old Eagley CSO BOL0073	WFD_IMPg
7UU200460	PEN0056	WFD_IMPg
7UU200461	PEN0058	WFD_IMPg
7UU200805	Rossendale WwTW Storm Tanks	WFD_IMPg
7UU200796	Royal Oak CSO BOL0129	WFD_IMPg
7UU200799	Thicketford CSO BOL0229	WFD_IMPg
7UU200797	Timberbottom CSO BOL0153	WFD_IMPg
7UU200814	Worsley WwTW Inlet CSO	WFD_IMPg
7UU200815	Worsley WwTW Storm Tank	WFD_IMPg
7UU200346	Formby WwTW	U_IMP6
7UU200705	Runcorn WwTW	U_IMP6
7UU200791	Bolton WwTW Storm Tanks	WFD_IMPg

Table 7F Wastewater Network+ - WINEP phosphorus removal scheme costs and cost drivers

The list of phosphorus schemes has been populated from the WINEP (as per position in April 2025). This includes all schemes with a phosphorus driver regardless of delivery status. Any changes to the list of WINEP schemes will be updated as appropriate in future APR submissions.

Costs are reported in 2022/23 prices consistent with RAG 4.13 Section 7.15. Incremental opex is assumed to commence once a project is handed over from the project team to operations, and the solution or asset comes into use. This is known as the Project In Use (PIU) milestone. Projects with PIU dates from 1 April 2020 are included in enhancement opex in tables 4M and 7F.

For 2024/25 the population of projects included in the accelerated AMP8 programme and those included for transitional investment with an expenditure forecast in the years after 2024/25 have been added to the table, specifically:

Table 25: Project summary

Scheme name	WINEP ID reference
Branthwaite WwTW	08UU100913
Low Marple WwTW	08UU100966
Oldham WwTW	08UU100952
St Helens WwTW	08UU100956
Caldbeck WwTW	08UU100915
Shap WwTW	08UU100126
Altrincham WwTW	08UU102354
Ashton-U-Lyne WwTW	08UU102357
Hazel Grove WwTW	08UU102349
Hyde WwTW	09UU100048

Scheme name	WINEP ID reference
Dub Wath WwTW	08UU100921
Eaglesfield WwTW	08UU100923
Embleton WwTW	08UU100114
Bolton (Penrith) WwTW	08UU100910
Croston WwTW	08UU101389
Great Broughton WwTW	08UU100927
Kirkby Thore WwTW	08UU100931
Lane Bottom WwTW	08UU100965
Thornthwaite WwTW	08UU100944
Glenridding WwTW	08UU100115
Grayrigg WwTW	08UU100925
Rossendale WwTW	08UU102365
Fazakerley WwTW	09UU100041
Garstang WwTW	08UU102363
Alpraham WwTW	08UU100192
Formby WwTW	09UU100042

The PE has been populated using the current design forecast as required in RAG 4.13. For schemes still in the design phase this forecast may change as the final solution is developed. Where the design population forecast is not available the current PE has been used within the site PE column. PE will be updated as appropriate in future APR submissions. Where phosphorus removal is being delivered via a catchment or wetland solution. The PE for the WwTW listed in the WINEP has been given.

The historic and enhanced consent has been populated from the WINEP. Where there is a backstop permit and stretch limit, both have been populated in the enhanced consent column. Similarly, where phosphorus removal is delivered via a wetland or catchment solution this also populated in the enhanced content column. Petteril catchment solution will result in the removal of 98kg/annum in phosphorus across three different WINEP drivers: 7UU100007b Greystoke, 7UU100012b Motherby WwTW and 7UU200449b Southwaite Where a site has multiple phosphorus drivers, requiring different phosphorus limits, both WINEP references have been included under a single project line, the PE has been counted twice to reflect the two requirements. Expenditure in this table is consistent with line 4M.37 Phosphorous Removal. This includes all expenditure relating to the listed AMP7 WINEP phosphorus removal schemes. Future forecasted expenditure represents our current best view of project costs and profiling through to completion. Some schemes have multiple drivers, in these instances costs have been proportionally allocated based on the driver and solution.

Table 8A Bioresources sludge data for the 12 months ended 31 March 202

We use our Regional Sludge Operational Management (RSOM) system as the primary source of measuring sludge production.

Line 8A.1 Total sewage sludge produced, treated by incumbents

The 2024/25 figure is derived from measured data for digester feed using our RSOM system. When measured data has not been available we have applied a back calculation. We have added to this figure a raw sludge production number for the sludge that we lime. Both figures exclude any inbound sludge trading and is constrained to the sludge produced within our region. It excludes the volume of lime addition, grit and screenings from sewage treatment and excludes grit and screenings arising from sludge treatment.

It excludes our sludge that is treated using lime by a 3rd party contractor. That volume is detailed in line 8A.2. As such, none of our sludge is double-counted, it is classified as subject to either incumbent or third party treatment, never both.

Line 8A.2 Total sludge produced, treated by 3rd party sludge service provider

This figure is a raw sludge production number and excludes any inbound sludge trading and is constrained to the sludge produced within our region. It excludes the volume of lime addition, grit and screenings from sewage treatment and excludes grit and screenings arising from sludge treatment.

Compared to 2023/24 there has been a further increase in the amount of sludge treated by a third party sludge provider due to operational issues and site closures in-year. Therefore, there has been less sludge metered through digestion and a larger portion of the stated volume has been calculated from tipper volumes to reclamation.

Line 8A.3 Total sewage sludge produced

This is a calculated line. Sludge production has **increased** slightly.

Sludge production is expected to **grow** in line with our sludge forecast (due to population growth / industrial discharges in the region and tighter consents on effluent discharges and associated additional treatment).

Line 8A.4 Total sewage sludge produced from non-appointed liquid waste treatment

To calculate this figure we have interpreted “non-appointed liquid waste treatment” as septic tank and bioprocessing treatment. To estimate the figure, we firstly gather information on liquid sludge thickness from some of our representative sites that receive septic tank waste. Then we apply the average percentage dry solids value (per cent DS) from a spot sample of tanker deliveries. Using the flow and concentration, we are then able to calculate the suspended solids of the septic sludge treated. Settled COD was converted into settled BOD using a ratio of 2:1 as advised from testing undertaken by our Bioprocessing team. Using an asset standard primary tank solids removal of 50 per cent, the primary sludge from non-appointed activities was calculated.

We predominantly utilise activated sludge (ASP) sites, therefore we assumed a sludge yield ratio for ASP sites is an appropriate estimate to express the secondary sludge make (0.8kg SS/kg settled BOD). Adding the primary sludge and secondary sludge for both septic tanks and bioprocessing waste therefore gives a total sludge produced from non-appointed liquid waste treatment.

The nature of this reporting line value means that small yearly variation is expected due to external demand, the value from this year is therefore very similar to the value from last year.

Line 8A.5 Percentage of sludge produced and treated at a site of STW and STC co-location

We have interpreted the line to include all co-located indigenous sludge production and indigenous sludge from physically separate sites connected by pipeline where any sludge treatment activity takes place and where that site has the appropriate Biosolids Approval Scheme (BAS) accreditation.

The percentage reported is consistent to the prior year, with no material in year changes noted when compared to 2023/24.

Line 8A.6 Total sewage sludge disposed by incumbents and Line 8A.7 Total sewage sludge disposed by 3rd party sludge service provider

For 2024/25, there was an increase of 17.5ttds treated sludge disposed compared to 2023/24.

There was an increase in raw sludge taken to restoration at the start of 2024/25 but the closure of our three primary restoration sites meant there was an overall decrease in relation to 2022/23, wet weather in Spring 2024 and in September 2024 prevented a significant number of Spring applications to land however a relatively dry entry into the autumn spreading period compensated for this.

The total volume of sewage sludge disposed by 3rd party providers increased marginally in 2024/25 by 0.2ttds (0.9 per cent) compared to 2023/24. The closure of several sites carrying out primary and secondary treatment was offset by an upturn in central system performance and lime treatment to absorb the additional raw cake generated.

Line 8A.8 Total sewage sludge disposed

This is a calculated line.

Line 8A.9 Total measure of intersiting 'work' done by pipeline

The work done by pipeline has been calculated using the total tonnes dry solids moved from each start site to end location. The total volume was then multiplied by the distance in one direction to give the total work done.

We have interpreted the line to include all intersiting 'work' done by pipeline that transports both raw and treated sludge, one way only.

2024/25 is lower than 2023/24, this is primarily due to reduced volumes down the MVSP due to closure of Bolton digestion facility on the Pennine Leg of the MVSP. There has also been a decrease in sludge into the MVSP from Manchester Bioresource Centre (MBC) due to an increase in on-site dewatering. Liverpool has also discharged less sludge to the MVSP due to a blockage on the MVSP, and sludge has been tankered off-site.

There has also been decreased flows on the Liverpool South (Woolton) to Huyton Pipeline as this has been offline for 2024/25.

Line 8A.10 Total measure of intersiting 'work' done by tanker

We have interpreted the line to include all treated and untreated liquid sludge intersiting 'work' done as a liquid sludge, one way only.

The total work done via tanker has been calculated by:

- Calculating the total ttds for each route
- Calculating the distance travelled in one direction
- The total distance for each route is then multiplied by the total ttds
- The regional total is a sum of all of the routes

There has been an increase in total amount of tonnes dry solids (tds) transported by tanker from 61,303 tds to 63,837 tds. This is due to a number of operational reasons, including the impact of digestion ceasing at Bolton and Southport. There has been an increase in average distance (tds weighted) to 28km from 24km results in small increase in ttds*KM.

Line 8A.11 Total measure of intersiting 'work' done by truck

We have interpreted this line to be sludge as a solid (cake), with intersiting 'work' done one way only. All of this work is raw sludge cake movements.

The total work done via truck has been calculated by:

- Calculating the total ttds for each route.
- Calculating the distance travelled in one direction.
- The total distance for each route is then multiplied by the total ttds.
- The regional total is a sum of all of the routes.

There has been an increase in raw cake movements due to site closures and throughput restrictions in to digestion. Alternative outlets require sludge as cake (e.g. reclamation and third party treatment), there has been increased use of the Blackburn cake pad to facilitate these sludge movements out of region.

Line 8A.12 Total measure of intersiting 'work' done (all forms of transportation)

This is a calculated line.

Line 8A.13 Total measure of intersiting 'work' done by tanker (by volume transported)

The figure that we have reported is higher than the last financial year. As described in line 8A.10, despite an increase in work-done on a tds basis, we are observing a further increase in work-done on a volume basis. Average %DS has deteriorated slightly from 2.87 per cent to 2.81 per cent which increases the amount of work done on a volume basis.

Line 8A.14 Total measure of 'work' done in sludge disposal operations by pipeline

We do not dispose of any sludge by pipeline.

Line 8A.15 Total measure of 'work' done in sludge disposal operations by tanker

This year we have not disposed of any sludge by tanker.

Line 8A.16 Total measure of 'work' done in sludge disposal operations by truck

This year there has been a 3,325ttds*km/year (22 per cent) increase from the previous year. This is due to the continued reliance on Scottish restoration sites and remote 3rd party liming at 6,477ttds*km/year up from 4,853ttds*km/year (33.5 per cent) in 2023/24 and a lack of suitable restoration availability closer to our export sites.

There was also considerable additional distance travelled for exports to agriculture, which rose to 11886ttds*km/year in 2024/25 from 10185ttds*km/year in 2023/24, an increase of (16.7 per cent) due to the impact of Farming Rules for Water and expansion of the landbank in line with Grieve Strategic National Landbank Report.

Line 8A.17 Total measure of 'work' done in sludge disposal operations (all forms of transportation)

This is a calculated line.

Line 8A.18 Total measure of 'work' done by tanker in sludge disposal operations (by volume transported)

As described in line 8A.15, we have not disposed of any sludge by tanker this year.

Line 8A.19 Chemical P sludge as per cent of sludge produced at STWs

There was an increase in the percentage of chemical P sludge this year. There is continual improvement at Wastewater treatment sites to remove Phosphorous before discharge, which inevitable results in additional sludge. 37 sites became additional low P sites whilst eleven sites became Low Phosphorous (LP) chemical P removal sites (permit <1mg/l) this year. This results in a net increase of 26 additional P removal sites.

Table 8B Bioresources operating expenditure analysis for the 12 months ended 31 March 2025

Method Changes

Sludge Transport Lines 8B.1 to 8B.10

All allocation methods are in line with the prior year.

Sludge Treatment Lines 8B.1 to 8B.10

All allocation methods are in line with the prior year. The site facility list has been reviewed and treatment types updated where the final treatment route has changed compared to 2023/24.

Sludge Disposal Lines 8B.21 to 8B.30

All allocation methods are in line with the prior year.

Line Summary

Lines 8B.1, 8B.11 and 8B.21 – Power

Sludge treatment power costs have increased mainly due to lower generation following site issues and ceasing digestion at Bolton.

Lines 8B.2, 8B.12 and 8B.22 – Income treated as negative expenditure

Income is generated using sludge assets, so is allocated 100 per cent to Sludge Treatment. Income treated as negative expenditure has decreased following a revaluation of RGGO income.

Lines 8B.3, 8B.13 and 8B.23 – Discharge consents

We continue to review the charges that we pay for our Pollution Prevention and Control (PPC) permits and Waste Management Licenses with the Environment Agency to ensure that we pay the correct charges.

Lines 8B.4, 8B.14 and 8B.24 – Bulk discharge

No costs within Bioresources.

Lines 8B.5, 8B.15 and 8B.25 – Renewals expensed in year (infrastructure)

Infrastructure renewals expenditure on our raw sludge pipelines has been allocated to sludge transport and expenditure on our treated sludge pipeline (MVSP) has been allocated to sludge treatment.

Lines 8B.6, 8B.16 and 8B.26 – Renewals expensed in year (non-infrastructure)

There is no expenditure against this line.

Lines 8B.7, 8B.17 and 8B.27 – Other operating expenditure excluding renewals

Other operating expenditure in Sludge Transport has increased mainly due to additional sludge volumes, site closures and increased distances from incidents/site closures.

It has also increased in Sludge Treatment due to IED costs, additional liming and asset related failures on site.

It has also increased in Sludge Disposal due to higher sludge volumes, increased legalisation meaning we must travel further dispose of the cake and higher competition causing higher prices across the market.

Lines 8B.8, 8B.18 and 8B.28 – Total functional expenditure

This is a calculated line.

Lines 8B.9, 8B.19 and 8B.29 – Local authority and Cumulo rates

For sludge treatment (excluding MVSP and Shell Green) the Wastewater local list business rates costs cover the operational assets (excluding Network) which are allocated to Wastewater upstream services on a proportionate basis to GMEAV of non-infrastructure assets at each site.

The MVSP (Mersey Valley Sludge Pipeline) is allocated directly to sludge treatment as the pipeline transports treated sludge. Shell Green is split between sludge treatment and sludge disposal based on GMEAV of the dewatering and incineration assets.

Lines 8B.10, 8B.20 8B.30 – Total operating costs (excluding 3rd party)

This is a calculated line.

Table 8C Bioresources energy and liquors analysis for the 12 months ended 31 March 2025

Energy

Line 8C.1 Energy consumption – Bioresources

This is the gross energy consumption across Bioresources. This has remained consistent year on year with increases in heat and biomethane offset by reduced electricity market prices.

We believe there is an inconsistency between how the volumes and costs are presented in this row of the table. The total MWh column for 8C.1 is an input cell, which allows for total energy consumption from electricity, heat, biomethane and any other energy type to be reported, as per the RAG 4.13 guidance. However, for costs the £m total column is a formula that sums the total consumption from electricity, heat and biomethane, which leaves no option to include the costs of consumption from other energy types. We therefore believe that the value in the total cost cell should be £24.831 million, which includes £3.534 million of transport fuel costs in addition to the £21.296 million reported in the table. We therefore believe that the value in the total cost cell should be £24.831 million, which includes £3.534 million of transport fuel

Line 8C.2 Energy generated by and used in Bioresources control [Electricity]This is electricity generated by undertaking activities within the Bioresources price control and which is subsequently used within the Bioresources control. The total amount of electricity produced by Bioresources has slightly decreased this year. This is due to lower CHP output at large sites including Manchester Bioresources Centre (MBC) and Liverpool due to issues throughout the year.

Line 8C.2 Energy generated by and used in Bioresources control [Heat]

This is heat generated by undertaking activities within the Bioresources price control and which is subsequently used within the Bioresources control.

This has increased due to an increase in the market rate. The total volume of heat used has decreased due to treating less sludge through anaerobic digestion in 2024/25.

Line 8C.3 Energy generated by Bioresources and used in network plus control [Electricity]

This is electricity generated by undertaking activities within the Bioresources price control and which is subsequently used within the wastewater network plus price controls.

The total amount of electricity produced has decreased this year. As a result, Wastewater Network+ has been supplied with a smaller volume than the previous year. This is due to issues at digestion sites throughout the year, notably Liverpool and MBC, reducing the total CHP output. The total hedged electricity price has also decreased this year.

Line 8C.4 Energy generated by Bioresources and exported to the grid or third party [Electricity]

This is the electricity generated by undertaking activities within the Bioresources price control and which is subsequently exported to the national grid or a third party (including non-appointee businesses).

The total amount of electricity produced has decreased this year and as such there has been a decrease in electricity exported to the grid as sites will export to grid when the engines are operating at full load. This is due to lower CHP output at large sites including MBC and Liverpool throughout the year.

The market price of electricity export has increased slightly.

Line 8C.4 Energy generated by Bioresources and exported to the grid or third party [Biomethane]

This is the Biomethane generated by undertaking activities within the Bioresources price control and which is subsequently exported to the national grid or a third party (including non-appointee businesses).

There has been an increase in the amount of Biomethane exported to grid in 2024/25 compared to 2023/24. This is primarily due to an outage (asset failure) on the Biomethane upgrading facility at MBC in April/May 2023, and consistent output in 2024/25 with the plant back to usual output.

Line 8C.5 Energy generated by Bioresources that is unused [Heat]

This is heat generated by undertaking activities within the Bioresources price control and which is subsequently unused by the incumbent, third parties or the national grid.

Decrease in the amount of heat unused partly due to a decrease in the total amount of heat generated following site closures at Bolton.

Line 8C.6 Energy bought from grid or third party and used in Bioresources control [Electricity]

This is electricity that is purchased from the national grid or another third party and subsequently used within the Bioresources price control.

This has reduced largely due to decrease in market price of electricity purchased. The volume of electricity bought from the grid and used in the Bioresources price control has remained static.

Line 8C.6 Energy bought from grid or third party and used in Bioresources control [Heat]

This is the heat that is purchased from the national grid or another third party and subsequently used within the Bioresources price control.

There has been a reduction in the amount of fuel purchased to provide heat to Bioresources processes due to MBC operating on Biogas for much of the year and also operating a temporary diesel-fired boiler. There has also been less sludge through anaerobic digestion in 2024/25.

Line 8C.6 Energy bought from grid or third party and used in bioresources control [Biomethane]

This corresponds to the amount of Propane that has been purchased to enrich the Biomethane to meet grid entry requirements.

There has been an increase in the total amount of Biomethane bought from grid compared to 2023/24. However, we have added less propane per MWh than the previous year due to Cadent request for higher calorific value in previous years.

Income from renewable energy subsidies

Line 8C.7 Income claimed from Renewable Energy Certificates

This is the ROC income that applies to bioresources assets. This has decreased this year due to lower generation volumes because of issues at Liverpool and MBC in 2024/25.

Line 8C.8 Income claimed from Renewable Heat Incentives

This is the total income received from Renewable Heat Incentives that apply to bioresources assets. This has increased due to an increase in price and an increase in production of eligible volumes.

Line 8C.9-11 Income claimed from other renewable energy subsidies

The total income received from renewable energy subsidies that are not Renewable Energy Certificates and Renewable Heat Incentives that apply to bioresources assets. This relates to RGGO's and RTFO's. RGGO income has decreased significantly this year which reflects a dramatic reduction in the market price which we have adjusted for in 2024/25. There have not been any RTFO trades in the current year. 2024/25 Income claimed from Green Gas certificates is a credit due the revaluation of accrued income following a steep drop in market price from £28/MWh down to £10/MWh.

Line 8C.12 Total income claimed from renewable energy subsidies

This is a calculated line.

Line 8C.13 % of total number of renewable energy subsidies due to expire in the next 2 financial years

This is percentage of the total number of renewable energy subsidies claimed by the company that are due to expire within the next two financial years. There are no renewable subsidies which are due to expire in the next two years.

Line 8C.14 This year's value of renewable energy subsidies due to expire in the next 2 financial years

This is the total value of the number of renewable energy subsidies claimed by the company that are due to expire within the next two financial years. There are no renewable subsidies which are due to expire in the next two years.

Bioresources liquors treated by network plus [AMP7 shadow reported values]

Line 8C.15 BOD load of liquor or partially treated liquor returned from bioresources to network plus and 8C.16 Ammonia load of liquor or partially treated liquor returned from bioresources to network plus

The BOD load reported in line 15 has increased by 1,559kg/d (7%) from 2023/24 and the ammonia load has increased by 516kg/d (5%). The reasons for this include increased throughput at some of our digestion sites and other operational changes across our bioresource facilities.

Line 8C.17 Recharge to Bioresources by network plus for costs of handling and treating bioresources liquors

The sludge liquor cost for 2024/25 is £14.237 million compared to a reported figure in 2023/24 of £13.244 million The increase is mainly due to an increase in Blackburn WwTW capital costs following capitalisation of a major project at the site in 2024/25, Ellesmere Port WwTW (raw) being added to the site list and Sale WwTW site sludge throughput increases.

There has been no change to the previous three year's methodology for calculating the sludge liquors. The approach to calculating the sludge liquors is based on the Jacob's methodology but includes the change outlined as follows. The Jacobs' methodology is (naturally) focused on load, but we do not believe that it adequately recognises that wastewater treatment assets are also used to manage surface water from combined sewer systems, and that this also results in additional costs. These costs all relate to managing surface water highway drainage (SWHD) and not to managing sludge liquors and should therefore be excluded from the calculation of liquor recharge costs, for example through the sizing of the treatment processes. In other words, if we were to allocate wastewater treatment Capex based solely on load, as the load of SWHD is assumed to be negligible, this would allocate too little costs to SWHD and too much to foul sewerage/trade effluent and sludge liquors. As such, our methodology takes into account the capacity of WwTWs designed for Peak flows. In practice, this means that we have allocated a share of Capex for wastewater treatment assets to surface water drainage, based on the design capacity of WwTWs, which is excluded from the calculation of sludge liquor costs. The per cent adjustment reduces the capex charge to 41 per cent. The remaining capex is allocated between sludge liquors and foul/sewerage trade effluent based on Load. It is assumed that SWHD does not impact on this allocation (and so does not result in double counting) as SWHD load is assumed to be negligible. We have assumed that all asset components of a WwTW are scalable to flow volumes and have applied the same percentage allocation to each of

these. This is consistent with the approach used for allocating the costs of combined sewers between foul sewerage and surface water drainage for APR proformas 4E and 4K. Whilst some classes of assets, e.g. instrumentation, are potentially less scalable to flow volumes than others, this accounts for less than 6 per cent of NMEAV and using a different approach for these would not materially affect the overall costs being allocated to surface water drainage. For opex, this adjustment is not considered appropriate, as the sizing of assets for peak flows is not a key driver of cost.

Table 8D Bioresources sludge treatment and disposal data for the 12 months ended 31 March 2025

Sludge treatment process

This table has been populated on the basis of the sludge treatment centre (STC) capability not the product that is produced.

Line 8D.1 per cent Sludge – untreated

The volume of sludge untreated by incumbent (e.g. sent to reclamation) has decreased from 9.7 per cent to 8.5 per cent. This reduction is due to move away from restoration from December 2024 onwards and toward third party liming.

Line 8D.2 per cent Sludge treatment process - raw sludge liming

There has been an increase in the reported figure in 2024/25 across both incumbent and third party outlets. This is due to increases in sludge liming operations at Carlisle, Penrith and Blackburn and utilisation of third party liming sites as an outlet for sludge.

Line 8D.3 per cent Sludge treatment process - conventional AD and Line 8D.4 per cent Sludge treatment process - advanced AD

Sludge treatment by conventional AD has decreased from 26.9 per cent in 2023/24 to 20.5 per cent in 2024/25 and treatment by Advanced AD has increased marginally from 60.9 per cent in 2023/24 to 61.2 per cent to 2024/25. The decrease in conventional AD is due to closure of the Bolton digestion facility and other operational changes. The increase in advanced AD is due to increased throughput at MBC and Ellesmere Port.

A small percentage (0.1 per cent) of sludge was sent for conventional AD third party treatment at Yorkshire Water (Huddersfield). In addition, 2.1 per cent of sludge was sent for advanced AD third party treatment at Yorkshire Water (Esholt - Bradford) and Severn Trent (Strongford).

Line 8D.5 per cent Sludge treatment process - incineration of raw sludge

We do not utilise this treatment process.

Line 8D.6 per cent Sludge treatment process - other (specify)

We do not utilise any other treatment processes in addition to the ones described in lines 8D.1 to 8D.4.

Line 8D.7 per cent Sludge treatment process – Total

This is a calculated line.

(Un-incinerated) sludge disposal and recycling route

Line 8D.8 per cent Sludge disposal route - landfill, raw and Line 8D.9 per cent Sludge disposal route - landfill, partly treated

We do not currently use landfill as a disposal route.

Line 8D.10 per cent Sludge disposal route - land restoration/ reclamation

We have interpreted the line to be calculated from a treated sludge figure. The total volume of sewage sludge disposed by 3rd party providers in 2024/25 decreased by 7.1 per cent when compared to 2023/24. This was due to the closure of Scottish restoration sites in the autumn of 2024 and the increased reliance on lime treatment for raw sludge, combined with additional throughput of raw sludge stocks at our principal treatment centres.

Line 8D.11 per cent Sludge disposal route - sludge recycled to farmland

We have interpreted the line to be calculated from a treated sludge figure (regardless of origin i.e. sludge traded in has been included in scope). We have interpreted this line to include the volume of lime addition, where relevant, as this is the physical volume of material actually disposed.

The figure for sludge disposed to farmland by incumbents in 2024/25 has increased by 5.8 per cent compared to 2023/24. This was due to restoration site closures and a transition to lime treatment, and the additional incentivised spreading support implemented to manage sludge held in stockpile from the previous year.

The total volume of sludge disposed by third parties to land increased by 1.3 per cent in 2024/25. The small volume disposed by third parties was similarly due to increased reliance on lime treatment and disposal to agriculture. This aligns with the reduction in available restoration capacity and the increased volume in raw sludge stocks.

Line 8D.12 per cent Sludge disposal route - other (specify)

We do not utilise any other disposal routes in addition to the ones described in lines 8D.10 to 8D.11.

Line 8D.13 per cent Sludge disposal route – Total

This is a calculated line.

Table 9A Innovation Competition

Line 9A.1 Allocated innovation competition fund price control revenue

The allowed amount of revenue to be collected from customers in relation to the innovation fund in 2024/25 as per the PR19 Final determination, inflated to nominal prices for the year using Actual November CPIH.

Lines 9A.2 Innovation fund income from customers

The revenue collected from customers in 2024/25, which aligns to the allowance reported in line 9A.1

Lines 9A.3 – Income from customers to fund innovation projects the company is leading on

During 2024/25, UU did not win any funds from the Water Breakthrough Challenge 4 for projects, but was awarded additional funding for inflation for two projects: Catchment Systems Thinking and Alternative Phosphorus.

Line 9A.4 – Income from customers as part of the inflation top-up mechanism

During 2024/25, UU received income for inflation for two projects: Catchment Systems Thinking and Alternative Phosphorus.

Line 9A.5 – Income from other water companies to fund innovation projects the company is leading on

During 2024/25, UU did not win any funds from the Water Breakthrough Challenge 4 for projects, but was awarded additional funding for inflation for two projects: Catchment Systems Thinking and Alternative Phosphorus.

Line 9A.6 Income from customers that is transferred to other companies as part of the innovation fund

As per the payment schedule that is issued from Nesta and Ofwat following the announcement of the winners of each round. £6.0 million paid into the innovation fund in 2024/25.

Line 9A.8 Administration charge for innovation partner

As per the annual invoice issued to us by Ofwat for the running of the fund, which has been paid in 2024/25, as well as the MOSL charges incurred at each round payment run.

Lines 9A.9 – 9A.23 Project detail

Expenditure breakdown on our 7 successful bids in securing for lead projects, across the four rounds awarded so far. A total of £3.9 million spend on innovation projects in 2024/25 (excluding 10 per cent partnership contribution).

Note that the table does not include the contributions to other water companies for their lead bids.

Line 9A.24 Total

This is a calculated line.

Table 10A Green recovery data capture additional items for the 12 months ended 31 March 2025

Section 1: Water resources and water network+

Our activities for green recovery do not have an impact on the activities listed in lines 10A.1 to 10A.21.Therefore the reported values for these lines are stated as 'N/A'.

Section 2: Wastewater network+ and bioresources

Our green recovery activities do potentially impact on lines 10A.22 and 10A.25. However, as detailed in our detailed overview of our green recovery activity for 2024/25, there have been no outputs completed under green recovery this year. More details about the Green Recover programme can be found in our annual summary at the following link.

https://www.unitedutilities.com/globalassets/documents/pdf/green-recovery-2025

Table 10B Green recovery data capture outcome performance for the 12 months ended 31 March 2025

Our activities for green recovery do not have an impact on the activities listed Table 10B. Therefore, the reported values for these lines are stated as 'N/A'.

Table 10C Green recovery data capture outcome performance for the 12 months ended 31 March 2025

Performance commitments set in standardised units

Line 10C.1 Internal sewer flooding - customer proactively reported, Line 10C.2 Internal sewer flooding - company reactively identified (i.e. neighbouring properties), Line 10C.3 Internal sewer flooding, Line 10C.4 Pollution incidents, Line 10C.5 Risk of sewer flooding in a storm and Line 10C.6 Risk of sewer flooding in a storm

As detailed below in our commentary for table 10D, our green recovery activities only potentially impact on three of our performance commitments. This potential impact excludes all of the common performance commitments outlined in table 10C, therefore the reported values are stated as N/A.

Table 10D Green recovery data capture outcome performance for the 12 months ended 31 March 2025

Bespoke performance commitments relevant to green recovery reporting

Line 10D.1 Enhancing natural capital for customers, Line 10D.2 Hydraulic internal flood risk resilience and Line 10D.3 Hydraulic external flood risk resilience

There is the potential for some of our 'sustainable drainage and natural flood management' green recovery activities to provide additional benefit under both our 'hydraulic internal flood risk resilience' and 'hydraulic external flood risk resilience' performance commitments. However, in 2024/25, none of our activities delivered any benefit in this area.

Likewise, there is the potential for some of our 'catchment phosphorus' green recovery activities to provide additional benefit under our 'enhancing natural capital for customers' performance commitment. Again, none of our activities delivered any benefit in this area in 2024/25.

Table 10E Green recovery data capture reconciliation model input for the 12 months ended 31 March 2025

A detailed overview of our green recovery activity for 2024/25 and future milestones can be found at:

https://www.unitedutilities.com/globalassets/documents/pdf/green-recovery-2025

Table 10F Additional reporting to account for impacts of the accelerated infrastructure delivery projects for the 12 months ended 31 March 2025

Our activities for accelerated infrastructure delivery project do not have an impact on the activities listed in Table 10F. Therefore the reported values for these lines are stated as 'N/A'.

Lines 10F.3, 10F.4, 10F.5 and 10F.6 - Metering activities – Totex expenditure

Not applicable as there are no approved accelerated infrastructure delivery projects.

Lines 10F.7 to 10F.20 - Metering activities - Explanatory variables

Not applicable as there are no approved accelerated infrastructure delivery projects.

Lines 10F.21 to 10F.23 – PCC and Leakage – Explanatory variables

Not applicable as there are no approved accelerated infrastructure delivery projects in water resources and water network+ for United Utilities.

Lines 10F Section 2: Wastewater network+ and bioresources

Not applicable as there are no approved accelerated infrastructure delivery projects in wastewater network plus and bioresources for United Utilities.

Lines 10F.24 to 10F.29 Sewage treatment works explanatory variables

Not applicable as there are no approved accelerated infrastructure delivery projects.

10F.30-32 Population equivalent

There are six STW included in the accelerated WINEP programme with an ENV2 driver for Habitats improvement in the Eden catchment to deliver tightened/new P consents. The delivery dates for these are beyond 2024/25. None of these projects have been delivered in this reporting year, therefore line 10F.30 and 31 are reported as 0.

10F.32 is reported as N/A as there are no accelerated STW projects to deliver tightened/new N consents.

10F.33 Number of flow monitors at STWs

There have been no flow monitors installed at STWs as part of the accelerated programme.

10F.34-37 Additional storm tank capacity (Grey or green) and additional network storage (grey or green)

Two storm overflow schemes were delivered this reporting year, which is reflected in the financial spend profile. However, these schemes have not yet been claimed with the Environment Agency. The volumes are reported as 0 until the outputs are confirmed with the Environment Agency. This aligns with table 10H showing no outputs in 2024/25.

Table 10G Additional reporting to account for impacts of transition expenditure for the 12 months ended 31 March 2025

Table 10 section 1: Water resources and water network+

Lines 10G.1 to 10G.2 – New Mains and Lead Pipes – Explanatory variables

There is no transitional investment associated with these lines, so they are therefore reported as zero.

Lines 10G.3, 10G.4, 10G.5 and 10G.6 - Metering activities – Totex expenditure

In 2024/25, the transitional expenditure of £11.6m relates to smart metering infrastructure costs of fitting meter boxes in FY25, ready for smart installation in AMP8. The activities did not include the installation of new meters or the replacement of existing meters and as such, no metering volume activity has been recorded within the table.

Lines 10G.7 to 10G.20 - Metering activities - Explanatory variables

In 2024/25, the transitional expenditure on metering was associated with preparatory activities, which included investment in smart meter infrastructure and investigations. The activities did not include the installation of new meters or the replacement of existing meters and as such, did not deliver a supply-demand balance benefit, Lines 10G.7 to 10G.20 are therefore reported as zero.

Lines 10G.21 to 10G.23 – PCC and Leakage – Explanatory variables

There is no transitional investment associated with these lines, so they are therefore reported as zero.

Table 10 Section 2: Wastewater network+ and bioresources

Lines 10G.24 to 10G.37 - Wastewater network+ and bioresources – Explanatory variables

In 2024/25, the transitional expenditure in Wastewater Network+ was associated with preparatory activities. These activities did not include the delivery of any schemes or notable outputs, and as such, did not deliver any storage capacity or permit variation benefit.

Lines 10G.24 to 10G.29 Sewage treatment works explanatory variables

No outputs associated with transitional investment are programmed for delivery this financial year, therefore the values in lines 24 to 29 are reported as n/a.

10G.30-32 Population equivalent; 10G.33 number of flow monitors at STWs; 10G.34-37 Additional storm tank capacity (Grey or green) and additional network storage (grey or green) and; 10G.38-52 other additional items not included in the above lines

No schemes or notable outputs were delivered in 2024/25 through transitional expenditure. The values in line 10G.30 to 37 are therefore reported as 0, with lines 10G.38 to 52 n/a.

Table 10H Accelerated schemes data capture reconciliation model input for the 12 months ended 31 March 2025

Within Table 10H we will report the against the completion of the agreed schemes within our Accelerated Infrastructure Delivery Project (AIDP). Once a scheme has been finished, we will then demonstrate completion through an evidence pack and output in use certificate. Confirmation of the output being complete will then be received from the Environment Agency (EA). The projects contributing to the reported outputs in this table are used to populate variables reported in Table 10F, Section 2: wastewater network+ and bioresources, lines 24-37.

This year two storm overflow schemes were delivered under the ENV3 driver for accelerated infrastructure investment, which is reflected in the financial spend profile. These schemes have not yet been claimed with the Environment Agency, which is why table 10H shows no outputs in 2024/25 and there are no equivalent storage volumes included in the corresponding Table 10F lines 34-37.

As no outputs have been claimed so far, all cells within the table are recorded as zero.

It is important to note that the way the table is set out for ENV2 Accelerating habitats improvement in the Eden Catchment will only show progression when the schemes are completed (achieving 0.25 mg/l). Therefore, any associated spend with this programme, appearing in Table 4M, prior to completion of the project will not reconcile with this table.

In the guidance it states ‘This table is intended to provide information to apply the midnight adjustment to the RCV at the start of the 2025-30 period and to reconcile against companies' price control deliverables at the end of the 2025-30 period.’ However, it is our view that this table cannot be used for this purpose for two reasons. Firstly, it does not profile expenditure spend, which is required in order to be able to calculate the additional financing costs that Ofwat confirmed companies can recover through the midnight adjustment. Secondly, the criteria for transition investment and/or accelerated delivery does not require that schemes must be complete in order to qualify and therefore this table would significantly understate the required midnight adjustment if schemes (major capital projects) do not complete before the end of 2024/25. We recommend that Ofwat uses tables 4L and 4M to inform the midnight adjustment reconciliation.

Table 11A Operational greenhouse gas emissions reporting for the 12 months ended 31 March 2025

This table has been populated where possible directly from the '11A data' worksheet of the Carbon Accounting Workbook (CAW) v19.02.1 with data for the 12 months ending 31 March 2025. Remaining values were obtained from United Utilities Group scope 3 inventory.

Line 11A.1 Burning of fossil fuels and Line 11A.21

Populated directly from relevant lines in CAW v19 02.1 '11A data' worksheet.

Line 11A.22 Outsourced activities

We outsource a small portion of our sludge transport. The emissions are calculated using the tonne-kilometres transported and use the emission factor below from the UK government conversion factors for company reporting of GHG emissions: Greenhouse gas reporting: conversion factors 2024 - GOV.UK

- DEFRA 2024: Freighting goods, HGV (all diesel), All HGVs, Average laden

Lines 11A.23 to Line 11A.25

Populated directly from relevant lines in CAW v19 02.1 '11A data' worksheet.

Lines 11A.26 Chemicals

Populated directly from relevant lines in CAW v19 02.1 '11A data' worksheet.

The CAW was used to estimate the emissions from chemicals. Where possible the chemicals purchased were mapped onto the chemicals for which there are industry agreed emission factors. Where concentrations differ from the standard, the CAW guidance was used to convert the weight purchased to the equivalent standard. For remaining chemicals purchased, the following additional factors were used.

Table 26: Chemical emission factors

UU Chemical	Emission factor	Source
UU Ad blue - Brenntag	0.26 kg CO2e per litre	Climatiq
UU Ammonium sulphate	0.05 kg CO2e per kg	Climatiq
UU Hydrex- nat coagulant	246.50 CO2e per tonne	UU assumption
UU Sodium bicarbonate	1.17 CO2e per kg	SNF email in Task and finish group report
UU AN series	341.00 CO2e per tonne	SNF email in Task and finish group report
UU EM640	102.00 CO2e per tonne	SNF email in Task and finish group report
UU FF139	2,790 CO2e per tonne	SNF email in Task and finish group report
UU FF4650	341 CO2e per tonne	SNF email in Task and finish group report
UU FF5465	341 CO2e per tonne	SNF email in Task and finish group report
UU Flofoam 755F	370 CO2e per tonne	Supplier information
UU FO4140	341 CO2e per tonne	SNF email in Task and finish group report
UU FO4440	341 CO2e per tonne	SNF email in Task and finish group report
UU FO4490	341 CO2e per tonne	SNF email in Task and finish group report
UU Optical	1,000 CO2e per tonne	UU assumption
UU FL4620	341.00 CO2e per tonne	SNF email in Task and finish group report
UU AH912	341.00 CO2e per tonne	SNF email in Task and finish group report

UU Chemical	Emission factor	Source
UU FO4190	341.00 CO2e per tonne	SNF email in Task and finish group report
UU Generic antifoam	2,790 CO2e per tonne	Antifoam in SNF email in Task and finish group report
UU Generic polymer report	341 CO2e per tonne	Other polymer in SNF email in Task and finish group
UU Acetic acid report	1.7 CO2e per kg CO2e per tonne	SNF email in Task and finish group

Lines 11A.27 to Line 11A.28

Populated directly from relevant lines in CAW v19 02.1 '11A data' worksheet.

Line 11A.29 Scope three emissions; GHG type CO_2

CAW v19 02.1 '11A data' worksheet cannot calculate the break down by GHG gas for all scope 3 categories. Where emissions are estimated outside the CAW or the '11A data' worksheet sum of emissions by GHG does not include the relevant activity, the emissions in CO_2e have been included in this line for Scope three emissions; GHG type CO_2.

Lines 11A.30 to Line 11A.43

Populated directly from relevant lines in CAW v19 02.1 '11A data' worksheet.

Line 11A.44 Capital projects (cradle-to-gate)

This line is populated with our estimate for cradle-to-gate capital project emissions. We estimated our emissions using the annual spend on capital projects with our construction services partners, and an multi region Environmentally- Extended Input -Output (EEIO) model called CEDA v7. As CEDA factors include all upstream activities up to the point of purchase and the contracts with our capital delivery partners are to design and build solutions to our requirements, this estimate is equivalent to cradle to build.

We have made the assumption that cradle-to-gate is 75 per cent of the cradle to build and entered this value in line 11A.44. This is based on professional estimates of the relative emissions for the manufacture of materials and products, transport to site, and the emissions from construction activities (such as from energy, personnel and site waste).

Line 11A.45 Capital projects (cradle-to-build)

This line is populated with our estimate for capital project emissions using the annual spend on our capital projects with our construction services partners, and an EEIO model called CEDA v7. As CEDA factors include all upstream activities up to the point of purchase and the contracts with our capital delivery partners are to design and build solutions to our requirements this estimate is equivalent to cradle to build.

Line 11A.46 Purchased goods and services

This line is populated with our total estimated emissions from purchased good and services minus that from purchased chemicals which is reported in line 11A.26.

Reporting is consistent with our other UU Group reporting of scope 3 category 2 purchased good and services which is calculated from the sum of:

- emissions from purchased goods and services (excluding emissions from chemicals) estimated using the annual spend and an EEIO model CEDA v7, and
- the purchased weight-based emissions for chemicals from the CAW v19 02.1 '11A data' worksheet.

Past Delivery

RR27 – Revenue Analysis

2024/25 data is consistent with table 2I in the APR with the exception of third party revenues in water network plus and wastewater network plus. This is because revenue reported in table RR27 (and subsequently in table PD5) has been aligned to the Revenue Forecasting Incentive, where we have excluded revenues for rechargeable works from water network plus (£0.692m) and wastewater network plus (£0.138m). In line with Regulatory Accounting Guidelines we have reported rechargeable works income as price control revenue in the APR, but as this income was not included in the revenue control set at PR19 we have excluded it from the RFI mechanism for the purpose of setting charges and have aligned PD5 and RR27 to this approach. We have treated rechargeable works in a consistent way for the rest of AMP7 but for AMP8 have included rechargeable works in the third party revenue lines of RR27, as per the RAGs.

All revenue lines have been adjusted to 2022/23 prices FYA CPIH deflated.

CW12 – Transitional expenditure – Water resources and water network+

CW12 is aligned to the transitional expenditure column in table 4L in the APR, reported in 2022/23 prices FYA CPIH.

Total transitional expenditure for Water is in line with 2024/25 forecasts submitted during PR24.

In accordance with Ofwat's response to APR 2024/25: UUW query 5, the calculated cells for lines CW12.138 and CW12.139 for total transitional expenditure have been amended to ensure metering expenditure is included.

CW17 – Accelerated programme expenditure – water resources and water network plus

We do not report any accelerated programme expenditure for Water resources and water network plus.

CWW12 – Transitional expenditure – wastewater network+

CWW12 is aligned to the transitional expenditure column in table 4M in the APR, reported in 2022/23 prices FYA CPIH.

We have spent £51.1m in 2024/25 to mobilise enhancement schemes, covering the following key programmes:

- £15.5m spent on combined storm overflows mobilising 148 schemes
- £23.7m spent on sanitary parameters mobilising 19 schemes
- £6.3m spent on phosphorous removal mobilising 50 schemes

Expenditure in 2024/25 is £84.6m lower than submitted in the PR24 business plan, mainly due to profiling of large schemes across sanitary parameters. As highlighted in the delivery plan submission, we are still forecasting to meet the Final Determination outputs within the AMP.

CWW17 – Accelerated programme expenditure – wastewater network+

CWW17 is aligned to the accelerated programme expenditure column in table 4M in the APR, reported in 2022/23 prices FYA CPIH.

We have spent £72.2m in 2024/25 to mobilise enhancement schemes, covering the following key programmes:

- £69.6m spent on combined storm overflows progressing 126 schemes

Expenditure in 2024/25 is £96.1m lower than submitted in the PR24 business plan, mainly due to profiling of storm overflows. As highlighted in the delivery plan submission, we are still forecasting to meet the Final Determination outputs within the AMP.

BIO1 – Bioresources sludge data

2024/25 data is consistent with table 8A in the APR.

RET2 – Residential Retail

2024/25 data is consistent with table 2F in the APR. All revenue lines have been adjusted to 2022/23 prices FYA CPIH deflated.

DS4 – Developer services – New connections, properties and mains

2024/25 data is consistent with table 4Q in the APR.

SUP4 – Green Recovery expenditure – water resources and water network+

SUP4 is aligned to table 4S in the APR, reported in 2022/23 prices FYA CPIH.

A detailed overview of our Green recovery activity and expenditure for 2024/25 can be found in our Green recovery progress report at:

https://www.unitedutilities.com/globalassets/documents/pdf/green-recovery-2025.

SUP5 – Green Recovery expenditure – wastewater network+ and bioresources

SUP5 is aligned to table 4T in the APR, reported in 2022/23 prices FYA CPIH.

A detailed overview of our Green recovery activity and expenditure for 2024/25 can be found in our Green recovery progress report at:

https://www.unitedutilities.com/globalassets/documents/pdf/green-recovery-2025.

SUP10 – Green Recovery data capture reconciliation model input

2024/25 data is consistent with table 10E in the APR.

PD1 – Inflation

The source data for this table is external. Therefore, while we ensure we only use data from reputable sources, the accuracy of this data depends on the accuracy of the external forecasts we use.

Historic data on RPI and CPIH is obtained from the Office for National Statistics (ONS)'s 'Consumer Price Inflation (CPI) tables' publication.

Although forecast inflation is not required to undertake the blind year reconciliation, we have populated 2025/26 onwards for completeness. UUW uses external forecasts from Barclays, HSBC and NatWest Markets (where available) as the basis for our inflation forecasts up to December 2026. Annual inflation forecasts up until 2029 are obtained from His Majesty's Treasury (HMT)'s 'Forecasts for the UK economy' publication (published 19 February 2025).

PD2 – Non-household water – revenue by tariff type

As we do not provide non-household retail services we have, therefore, intentionally left tables PD2 and PD3 blank.

PD3 – Non-household wastewater – revenues by tariff type

As we do not provide non-household retail services we have, therefore, intentionally left tables PD2 and PD3 blank.

PD4 – Analysis of land sales

PD4 is aligned to table 2L in the APR, reported in 2022/23 prices FYA CPIH.

PD5 – Revenue Reconciliation - wholesale

2024/25 data is consistent with table 2M in the APR, with the exception of 2M.1, which links directly to the appropriate lines in RR27. RR27 has adjusted the third party price control lines to exclude revenues for rechargeable works as detailed in the commentary above.

All revenue lines have been adjusted to 2022/23 prices FYA CPIH deflated.

PD6 – Water bulk supply information

2024/25 data is consistent with table 4A in the APR.

All revenue lines have been adjusted to 2022/23 prices FYA CPIH.

Bulk Supply export volumes for 2024/25 are lower than forecast used for 2024/25 for the Final Determination. This is largely due to lower non-potable volumes than forecast to Dwr Cyrmru (Heronbridge) due to a delay in site redevelopment of the end user customer. This has been offset by higher than forecast exports of potable water to NAVs, reflecting the increased number of new properties served by a NAV.

Bulk Supply revenue and costs for 2024/25 are higher than forecast reflecting the increased potable water volumes to NAVs.

PD7 and PD7a – Impact of Green Recovery on RCV

Data is consistent with APR table 4U, reported in 2022/23 prices FYA CPIH.

The Water industry National Environment Programme (WINEP) investments at Bury WwTW have been delayed and are being carried over to PR24. As such, the underspend on WINEP investments at Bury has been classified as timing. We have published a detailed overview of our Green Recovery activity and expenditure for 2024/25 and the future, which satisfies all the requirements as detailed in the Green Recovery final decisions document - https://www.unitedutilities.com/globalassets/documents/pdf/green-recovery-2025.

PD8 – Totex analysis - wholesale

2024/25 data is consistent with table 2B in the APR. Developer services and third party operating expenditure has been adjusted to report the items below from PD8.11 developer services operating expenditure to PD8.13 third party services operating expenditure in accordance with the PR24 Final methodology submission tables and guidance.

- section 185 diversions
- NRSWA diversions
- other non-section 185 diversions

Wholesale net totex is £30.3m lower than forecasted for 2024/25. This is driven by lower than forecast expenditure on transitional investment and accelerated programme. As per our delivery plan response, this is due to timing and does not impact our ability to deliver our AMP8 commitments. This is partly offset by additional investment on base capital expenditure as highlighted within PD9 commentary.

PD9 – Totex performance

Actual performance for 2024/25 has been aligned to APR table 4C, reported in 2022/23 prices FYA CPIH.

AMP7 expenditure is higher than the FD allowance, due to the combined impact of previously announced investment programmes, and further accelerated investment brought forward from AMP8. This includes delivering sustainable improvements for customers through Dynamic Network Management and drinking water quality improvements, investing outperformance to deliver our 'Better Rivers: Better North West' programme and making an early start on aspects of the new Environment Act 2021 requirements, and improving the quality and aesthetics of the water supply from the Vyrnwy aqueduct. This has been further increased due to the impact of inflation with costs rising above average CPIH, most notable on power and chemicals, and the impact of isolated events across AMP7 such as the freeze-thaw incident in 2022/23 and the fractured outlet pipe at our Fleetwood Wastewater Treatment Works in 2023/24. Total actual totex reported in line PD9.5 (which excludes the accelerated programme and transitional expenditure) is £163.4m higher than submitted in the PR24 business plan as a result of the further accelerated investment brought forward from AMP8 to drive better outcomes for customers and the environment.

PD10 – Capital allowance super deductions for PR19 tax reconciliation

Consistent with our business plan and the Final Determination assumptions, we assume that all expenditure qualifies for the enhanced capital allowances within the respective pool. Therefore, we enter 100% into each price control for 2024/25 (PD10.1-PD10.10).

PD11 – RCV midnight adjustments

PD11 is aligned to the RCV feeder model. We populated the model as instructed by Ofwat with the exception of cells E34-J34. These cells have been linked to the 'Calc' tab as opposed to the 'Output' tab as the mapping provided by Ofwat is in the incorrect price base. The 'Output' tab shows transition expenditure in 2022/23 prices whereas PD11 shows it in 2017/18 prices. Transition expenditure line PD11.20 should be in 2017/18 prices to ensure that PD11.22 matches with the RCV feeder model outputs. The differences in the RCV feeder model are reflected in the PR19 blind year reconciliation model commentary.

PD12 – PR19 Reconciliation adjustments summary

We have used the revenue feeder model to map revenue adjustments to PD12, where line references have been provided. However, the mapping to PD12 only captures the end of period ODI payments in PD12.15. There is no corresponding line mapping for either the in-period ODIs or MeX's for 2023/24 and 2024/25. To ensure that all revenue adjustments are summarised within the table, we have populated PD12.35 and PD12.70 ('Other revenue adjustments') with the total in-period ODI payments for both years, in the respective price bases. We have only done this for presenting PD12, we continue to populate the feeder model in line with Ofwat's approach at the Final Determination. The differences in the revenue feeder model are reflected in the PR19 blind year reconciliation model commentary.

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