



We're with you

During these challenging times I wanted to reassure you that, as the water company for the North West, we're working around the clock to make sure that your services remain unaffected. Our priority continues to be to provide an excellent service whilst keeping our colleagues and customers safe.

As an essential service, it's the job of our key workers to keep the taps flowing and toilets flushing. That's why you've continued to see our teams out and about in your area, undertaking work on the water mains and sewers.

We're committed to helping customers who've been affected by coronavirus and are having difficulties paying their bills right now. That's why we're giving those customers the option to request a three-month payment holiday which won't affect your credit score.

We've donated an additional £3.5 million to our Trust Fund to make sure that financial support is available to as many customers as possible who are struggling to pay their bills due to a change in their income.

We've taken the decision not to furlough any of our employees and have put steps in place to keep our teams and customers safe, including allowing many of our employees to work from home and ensuring social distancing guidelines are achieved in our offices.

Now more than ever it's vitally important that our suppliers who rely on our income are paid quickly and we're promising to do this within seven days rather than our normal 14.

More than 100,000 of our customers are now registered for our Priority Services scheme, providing additional support due to age, disability or illness. This scheme has recently been awarded British Standards accreditation for the excellent work our teams do across the business to help those customers living in vulnerable circumstances.

In this time of uncertainty, I cannot tell you how proud I am about the dedication and hard work of everyone throughout United Utilities who remain committed to providing our customers with the very best water services. Their efforts have kept the water flowing in the North West and I cannot thank them enough.

I wish you and your family my best wishes. Take care of yourselves, your loved ones and your local communities.

Steve

Having difficulties paying your bill? [See how we can support you at this time.](#)

Need additional support due to age, disability or illness? [Register online for our Priority Services.](#)

Issues with your water supply? [Let us know so we can fix it.](#)

Keep up to date on what's happening in your area on [Twitter](#) and [Facebook](#).