

2025-26 WHOLESALE PRICE INCREASES. ADDITIONAL INFORMATION SHEET

This document provides some supporting information for retailers and business customers in relation to 2025-26 wholesale price increases¹.

It also provides information on future prices changes over the AMP 8 period (subject to change each year), information on expenditure plans and what support is available for retailers and customers to help improve water efficiency, reduce consumption and the potential to reduce charges.

Please refer to the United Utilities website for further information regarding [wholesale pricing](#) and [expenditure plans](#).

1. 2025-26 Price changes

Retailers will experience increases in wholesale charges between 20.8% and 26.4%, depending on their customer mix. Wholesale charges will rise by 23.6% on average (Split by 21.4% Water & 25.4% Wastewater)

This is due to the following underlying factors:

- A 23.9% increase in Ofwat allowed revenues (Final determination)
- Inflation of 3.5% as measured by November 2024 CPIH (Consumer Price Index including Housing costs)
- A reduction of 1% due to the unwinding of the 2024/25 ODI-related adjustment (resulting from company performance in 2022/23)
- A 3.3% decrease resulting from the unwinding of the 2024/25 revenue adjustment (resulting from an under-recovery of wholesale revenues in 2022/23), and
- Changes in underlying assumptions when setting charges, which have had an impact on charges compared with the prior year of 0.4%.

The table below provides some examples of expected bill increases in 2025/26.

EXAMPLE WHOLESALE BILL CHANGES FOR ELIGIBLE PREMISES – 2025-26

Volume, Meter Size, Site Area Band	35m ³ , 20mm, Band 2 <i>e.g. shop</i>	200m ³ , 25mm, Band 4 <i>e.g. pub</i>	300m ³ , 25mm, Band 6 <i>e.g. retail park unit</i>	15,000m ³ , 50mm, Band 8 <i>e.g. large health club</i>	5300m ³ , 50mm, Band 9 <i>e.g. super-market</i>	100,000m ³ , 100mm, Band 12 <i>e.g. small industrial</i>	300,000m ³ , 150mm, Band 15 <i>e.g. large industrial</i>	Trade Effluent 5,000m ³ average strength	Unmetered property ERV 300	Unmetered place of worship
Water only										
£ Change	16.81	85.61	127.31	6,265.19	2,220.29	36,818.77	97,622.69	n/a	35.65	12.85
% Change	20.2%	20.9%	20.9%	21.0%	21.0%	21.1%	21.1%	n/a	14.6%	20.5%
Sewerage only										
£ Change	102.41	524.93	2,211.30	11,268.74	10,242.18	69,155.22	168,820.04	1,416.50	70.50	74.31
% Change	24.8%	24.8%	24.7%	23.8%	22.4%	23.8%	24.4%	26.4%	25.2%	24.9%
Dual service										
£ Change	119.21	610.54	2,338.61	17,533.93	12,462.47	105,973.99	266,442.73	n/a	106.15	87.16
% Change	24.0%	24.2%	24.4%	22.7%	22.1%	22.8%	23.1%	n/a	20.3%	24.1%

¹ This aligns to “2025/26 Wholesale Price Rises: Increasing Transparency for NHH Customers - A Request from the RWG Tariff Group”, issued in February 2025)

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2. Key areas of expenditure

The 3 Key areas of our Business Plans for AMP 8 are set out below, you can find out more about our plans here [**Stronger, Greener, Healthier: Our plan for the North West.**](#)

It's a hugely ambitious plan, and we've engaged with 95,000 customers across our five great counties of Cumbria, Lancashire, Merseyside, Greater Manchester and Cheshire, to make sure we get it right – shaping our plans for each county to address the things that they've told us matter most.

Our largest ever environmental investment programme

- Improving the quality of our rivers by reducing storm overflow spills by 60% over the decade to 2030
- Protecting and enhancing over 500 kilometres of rivers and bathing waters, and improving shellfish beds
- Strengthening our network against increased rainfall to prevent flooding of homes and businesses
- Working with local authorities to separate rainwater from our systems so we build more resilient communities as we all respond to the impacts of climate change and flash flooding

Great quality water every time you turn on the tap

- Improving water quality for 1.4 million customers
- Delivering a smart metering programme that will see us install 1 million smart meters across the region, including the replacement of all non-household customer meters, to help customers manage their water usage.
- Investing in our aqueducts to safeguard water supplies for over 2 million customers
- Investing £975 million in a programme to build a more resilient water network, fixing leaks and replacing 950 kilometres of old pipes and mains
- Investing in improved resilience so we can halve the chance of having a hosepipe ban in the future

Driving benefits for the North West's economy

- Providing great quality skilled jobs, attracting much-needed and sustainable investment into the North West economy – we expect our plan would support 30,000 jobs across United Utilities and the supply chain.

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3. How prices are likely to move over the period 2026-2030

The 2025-26 price changes have been published, but understandably customers are interested to know how prices may be affected over the remainder of the AMP 8 period up to 2030.

The table below shows indicative wholesale price increases from 2026 – 2030, **before inflation**.

The actual price changes may differ from those below for several reasons including – regulatory reward/penalty mechanisms, revenue correction mechanisms, changes in customers/usage etc.

Annual increase - before inflation	2026-27	2027-28	2028-29	2029-30
Water sub-total	7.00%	-4.10%	0.80%	0.60%
Wastewater sub-total	7.70%	4.10%	3.70%	4.90%
Total	7.40%	0.50%	2.50%	3.10%

4. Support available to customers

Over the course of AMP7 we have delivered over 4,000 free water efficiency visits to businesses, where we have identified and fixed leaking taps, toilets and showers, and installed water saving devices to help businesses save water and money. We will continue to offer free water efficiency visits to businesses in AMP8, targeting those sectors where there is greatest opportunity to save water, such as schools, care homes and leisure facilities. For more information about free water efficiency visits please visit our website here: [Free water saving visits | United Utilities](#).

We continually monitor “continuous flow” alarm data and work with retailers to notify customers and encourage them to find and fix potential leaks. We will continue doing this in AMP8.

Water efficiency activity will be supported by our programme of replacing all non-household customer meters with a smart meter over the next 5 years.

We will be accelerating the installation of smart meters for medium and large customers, recognising the opportunities for these customers to deliver water savings to support their social and environmental commitments.

Our website contains lots of useful information and advice for customers to use to save money by preventing leakage, claiming for bursts and implementing water efficiency measures. See links below for more information:

- [Link to Water efficiency incentive](#)
- [Link to Leakage advice for business customers](#)
- [Link to Saving water as a business](#)
- [Link to Save water and money at school](#)
- [Link to Rainwater Harvesting](#)
- [Link to Sustainable drainage systems](#)