### Financial support for United Utilities customers: support schemes

<ul> <li>WaterSure</li> <li>Giving households with high water usage due to essential medical needs (e.g., flakey skin disease, Crohn's disease etc.) or because of a large family size (providing they are on a water meter and are in receipt of a qualifying benefit) a reduction on their bill.</li> <li>The average bill discount is £335 per year.</li> </ul>	Back on Track For customers in debt or those who have been impacted by a recent life ever who are in receipt of benefits low household income, United Utilities may be able to give them a capped more affordab bill based on their income. The average bill discount is £202 per year.	t or d d <b>Grant</b> United Utilities d each year to an in trust fund offerin one-off restart gr clear their debts	United Utilities Restart Grant United Utilities donates money each year to an independent trust fund offering customers a one-off restart grant to help clear their debts and start again.		<b>Payment Matching</b> A scheme for customers who are financially struggling and need support to clear arrears. Users of the scheme will have arrears payments matched by United Utilities (e.g. for every £1 the struggling customer pays, it will match £1, after 12 months it will match with £2).		Help to Pay United Utilities can cap annual bills for customers in receipt of pension credit at a more affordable amount based on their income. The average bill discount is £189 per year.	
Eligibility	Eligibility	Eligibility		Eligibility		Eligibility		
Receive income/ housing related support or tax credits	Receive income/ housing related support or tax credits	Customer is in significant arrea as a result of a life event	irs	1+ years worth water arrears a with full curren charges outstar	long t year	Receive Pension Credit		
You/someone you live with has a medical condition that requires the use of lots of water	OR Have a household income of less than £21,000 a year and have experienced a change in income	not have receive	Customers should not have received the grant in the past 2 years		Not have completed the scheme in the last 3 years or failed more than 3 times		All adults at the address receive Pension Credit/ state pension	

# **Financial support for United Utilities customers:** support outside of schemes for those who don't qualify but may struggle with their water bill

#### Free water meters

United Utilities will fit water meters free of charge to customers who want them. Meters are one of the easiest ways to reduce your water bill and the majority of our customers save at least £100 a year when they switch.

#### Eligibility

All customers\* can apply for a free water meter to be installed

## Water meter lowest bill guarantee

Before you are sent your bill, United Utilities will compare your meter charge against what you would have paid previously. You'll then be charged the lowest amount. After a two-year trial and if you don't make a saving, you can switch back and your meter will no longer be used for charging you.

#### Eligibility

All customers can receive free water efficiency devices/visits

#### Variety of payment methods

Includes Pay As You Go (PAYG), payment breaks which are aimed at customers with low to middle household incomes (less than £21k per year).

#### Eligibility

Customers from lowincome households who are free from debt can ask for PAYG or payment breaks

Variety of payment methods Flexible payment plans that flex around you.

#### Eligibility

All customers can ask for flexible payment plans

#### £50 discount

Based on North West income deprivation data, we estimate that 16% of households in the United Utilities region are income deprived and struggle to pay their water bill. United Utilities recognises that there are some customers in this situation, who may not qualify for our existing social tariff and affordability schemes due to not meeting the eligibility criteria or the preferred tariff is fully subscribed. United Utilities will work with organisations like the Department for Work and Pensions (DWP) to proactively identify customers who are income deprived, but don't currently qualify for bill discounts, to offer additional support of at least £50 per year off their bill.

#### Eligibility

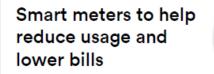
All customers are checked to see if they qualify for a £50 discount

# Service improvements

### United Utilities targets for 2030



### Voluntary improvements set by United Utilities: targets for 2030



900,000 new smart meters

(A)



Carbon reduction to reduce the impact of our service on the environment 42% reduction



Affordability support

£500 million for support with bills

More than any other water company

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