

Drainage and Wastewater Management Plan

# Statement of response: customer summary

December 2022



# The Drainage and Wastewater Management Plan

The North West has significant environmental challenges ahead. With a changing climate and a growing population, the future is uncertain. We need to continue to improve how we manage the effects these things may have on our wastewater services, the environment they protect, and the experiences of our customers.

We are developing a 25-year Drainage and Wastewater Management Plan (DWMP) for 2025 to 2050, which aims to maintain and improve wastewater and drainage systems, now and in the future. The DWMP assesses the effects of future pressures on our wastewater systems over the short, medium and long term, and what can be done to address these issues – in partnership with others where possible.



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## DWMP opportunities



Collectively explore innovative solutions to understand what is best for the North West.



Work more collaboratively with stakeholders across the region to tackle shared risks relating to drainage, flooding and protecting the environment.



Develop a plan that will help address the increasing environmental expectations from customers and stakeholders and work towards the ambitions set out in Defra's 25-year plan.



Use Systems Thinking, which involves looking at the drainage and wastewater system as a whole, rather than individual components, to better understand interactions and to allow us to deliver wider-ranging solutions.

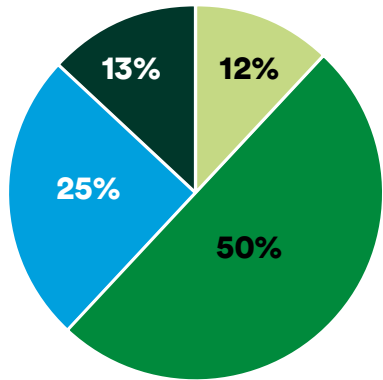


Strengthen partnership working with stakeholders to drive integrated investment in the environment and communities.

# What was the consultation process?

On 30 June 2022 we published our draft DWMP. When developing this we invited customers, stakeholders and regulators to give us feedback through our consultation process. The consultation was open for 12 weeks.

## DWMP online survey



Strongly agree Agree Neutral Disagree

**We received over 50 responses to our DWMP online survey.**

**Over 60%** of those who responded said that they ‘strongly agree’ or ‘agree’ that we adequately engaged with them during the DWMP process.

## Interactive workshops

**Three workshops**  
**40 organisations**  
**70 stakeholders**

**Over 80%** found the workshop ‘very interesting’ or ‘interesting’.

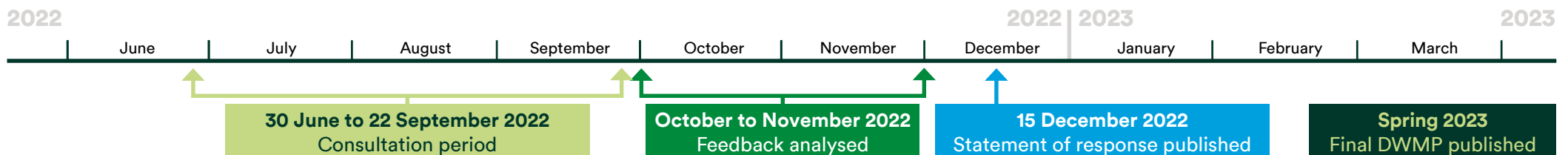
**Over 80%** ‘strongly agree’ or ‘agree’ that they had the opportunity to get involved in the discussions and make their point.

**Over 90%** felt ‘very engaged’ or ‘engaged’ in the session.

“United Utilities made considerable efforts to engage with stakeholders.” Stakeholder

“It’s been an excellent performance by U UW to do what you have done.” Stakeholder

### Timeline for consultation



# Key themes from the feedback

We would like to take the opportunity to thank everyone who was involved in developing the plan and who provided feedback on it.

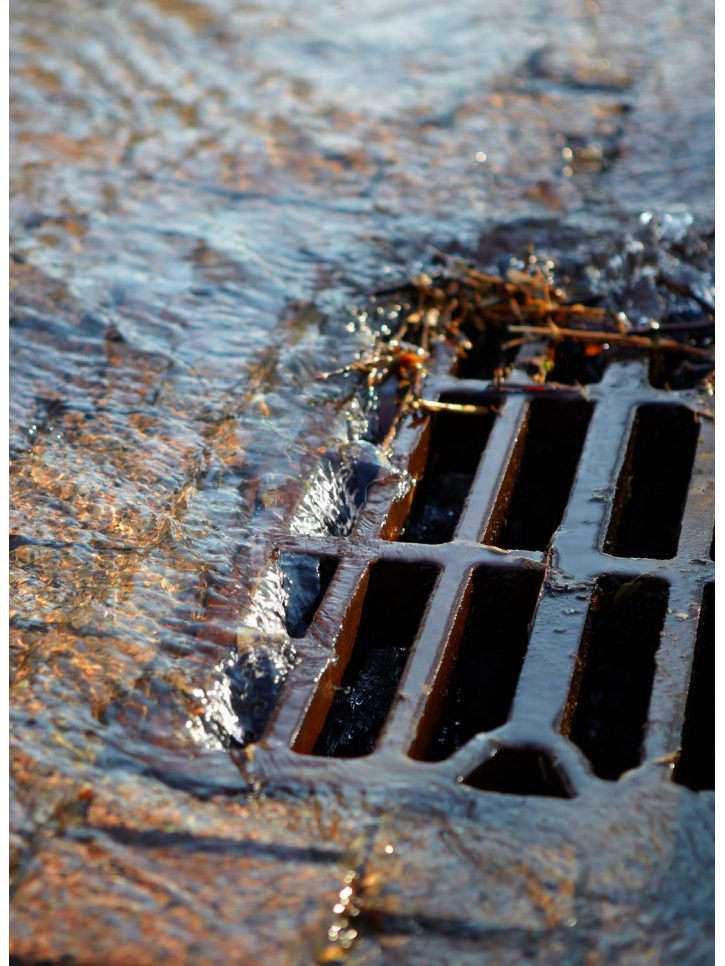
We received over 50 responses to our online survey, and we have produced this statement of response to report the feedback we received.

The priorities for the plan, as identified from the consultation, were as follows.

- **Creating solutions that give the best value to customers and communities**
- **Involving stakeholders and working in partnership with others**
- **Confirming whether customers accept the plan and understand what it means for their bills**
- **Reducing the effect storm overflows have on the environment**
- **Explaining more clearly the purpose of the DWMP, its structure and what it sets out**

Further details on the feedback we received and our response to the feedback can be found in the full statement of response document on our corporate website.

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## Finalising the Drainage and Wastewater Management Plan

Although long-term planning for wastewater services is not new, this is the first time we have published a DWMP. The DWMP will be renewed every five years, and the current version will be finalised and published in spring 2023. So the DWMP will continue to evolve through continued engagement with customers and stakeholders, building upon knowledge developed, and seeking out opportunities for partnership working. As well as contributing to the development of the final DWMP, the feedback we received throughout the consultation process will also support the development of future DWMPs.

The DWMP sets out our long-term vision for the North West and will be in line with our business plan for 2025 to 2030. We look forward to building on our vision to create the best possible future for customers, stakeholders and the environment across the region.

If you have any questions, please email [DWMPConsultation@uuplc.co.uk](mailto:DWMPConsultation@uuplc.co.uk)



**Water for the North West**