

To:

Sally Randall, Director of Floods and Water, Defra

Rachel Fletcher, Chief Executive, Ofwat

Marcus Rink, Chief Inspector of Drinking Water, Drinking Water Inspectorate

Harvey Bradshaw, Executive Director of Environment and Business

Emma Clancy, Chief Executive, Consumer Council for Water

29 January 2021

**BY EMAIL ONLY**

Dear All

**Supporting a Green Recovery in the North West**

As we all know, the COVID-19 pandemic has had a truly devastating impact on countries and communities across the globe. In the North West, thousands of families have lost loved ones or faced economic hardship as we have all battled to contain the virus. As the region's water company, United Utilities has tried to do all that it can to support customers, colleagues and our local communities, from offering extra support to households struggling to pay their bills to helping local food banks deliver thousands of meals.

As we start to emerge from the pandemic, United Utilities is determined to play its part in supporting economic prosperity across our region. That is why I am proud to unveil our plans today to back a Green Recovery for the North West. We believe we have a great opportunity to use our ambitious investment plans to build a greener, more sustainable future – while helping the region recover from the punishing economic impact of the pandemic.

This report details a bold package to accelerate over £600 million of investments (in current prices) we had set out under our five year plan which runs up to 2025 – a decision that will support jobs and prosperity in our region and which we will now deliver faster within the scope of existing regulatory approvals. But we want to do more. We are therefore submitting for regulatory approval a further £145 million (current prices) of investment in the region on top of that. These proposals provide protection for customer bills and value for money whilst securing early delivery of environmental benefits for customers and communities across the North West.

By working with the Government, the sectoral regulators and through a range of partnerships within and beyond the region, we are trying to do all that we can both to ensure that the North West emerges stronger from the pandemic – and that our investment continues to support a green, sustainable recovery. We hope the plans set out in this report can play their part in supporting families and communities right across the North West – and delivering a recovery of which we can all be proud.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'SMG', with a stylized flourish extending from the end.

Steve Mogford  
Chief Executive