

# Who are United Utilities?

## Collecting and treating water

**56,000** hectares of land

**165** reservoirs

**88** water treatment works

## Delivering water to customers

**42,000** kilometres of water pipes

**1.8 billion** litres of clean water every day

**7.3 million** customers served 24 hours a day

## Cleaning and returning wastewater

**567** wastewater treatment works

**7,000** kilometres of rivers

**1,300** kilometres of coastline

## Removing wastewater and generating energy

**78,000** kilometres of wastewater pipes

**198,000** tonnes of sewage sludge every year

**35** renewable energy facilities

# What does United Utilities do?

**Provides water that is safe to drink**

It reduces disruptions to supply

It prevents gardens and local areas from being affected by sewer flooding

It provides clear, regular and accurate bills

**Provides water that tastes & smells good**

It ensures satisfactory water pressure at the tap

It prevents accidental pollution from wastewater treatment works

It fixes leaks

**Provides water that is not discoloured**

It ensures there is sufficient wastewater treatment & drainage to meet current & future demand

It encourages customers to decrease water use

It encourages customers to have a water meter & provides free installations

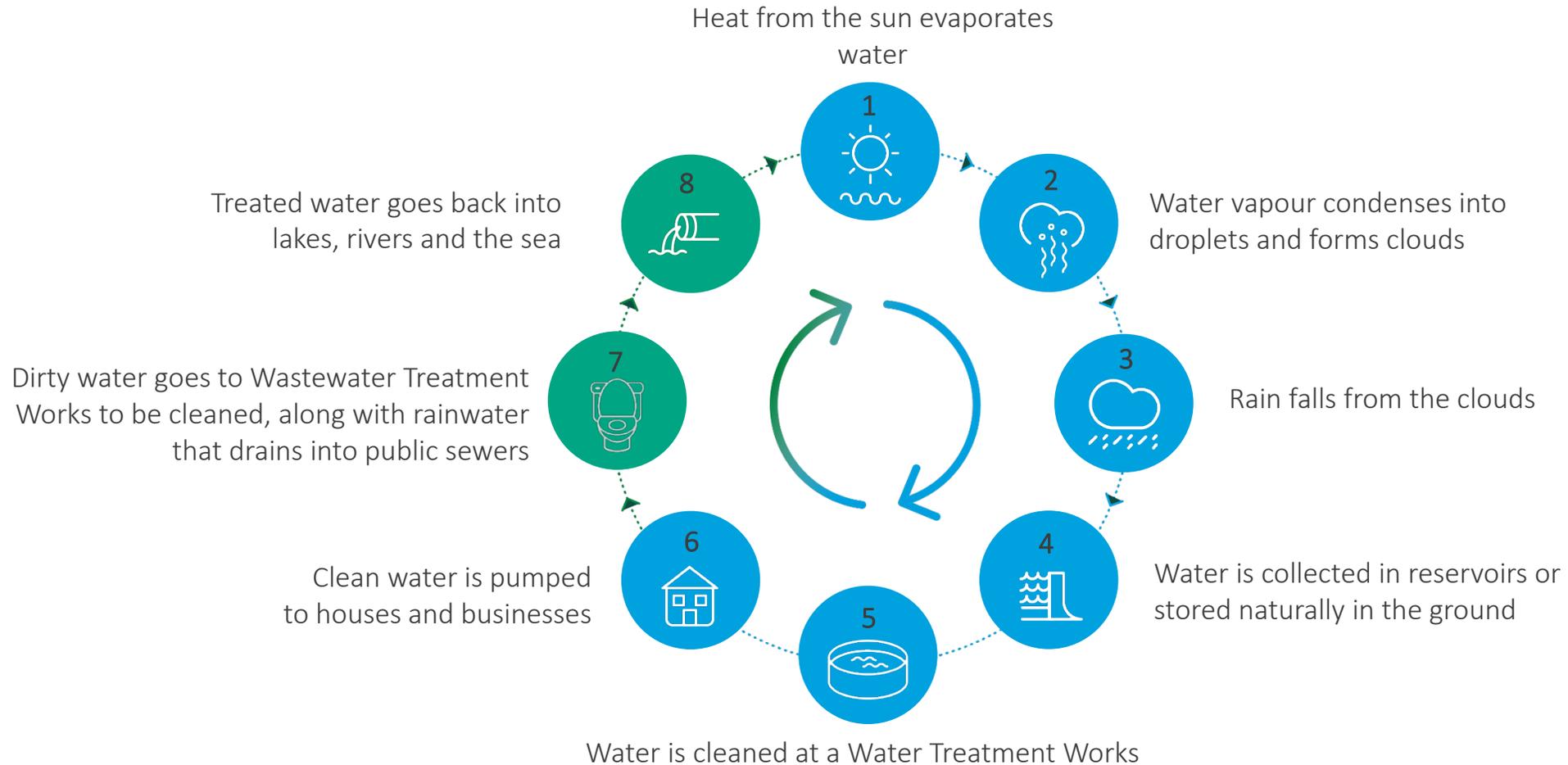
**It ensures there is enough water to meet demand now and in the future**

It prevents homes from being affected by sewer flooding

It provides good quality customer service

It considers its impact on the environment

# United Utilities manage the water and wastewater network in the North West of England, providing services to around 7 million people and 200,000 businesses



# Utilities Utilities' Priorities

## Necessary Priorities

1. Providing water that is safe to drink
2. Providing water that tastes, smells and looks good
3. Reducing the level of leakage of water from the pipe network
4. Protecting the environment and wildlife by treating sewage before returning water to waterways
5. Taking water out of rivers and lakes in a way that doesn't harm wildlife or the environment
6. Returning treated sewage back into the environment in a way that protects lakes and beaches that people use for leisure (e.g. swimming, bathing, watersports)

# Utilities Utilities' Priorities

## Water Priorities

1. Maintaining good and constant water pressure in your home
2. Reducing how often your supply of water is interrupted, and for how long e.g. there is no water when you turn on the tap
3. Ensuring we have enough water to meet demand and reduce the need for hosepipe bans (or similar)
4. Encouraging customers to be water efficient by providing help and advice on saving water in homes and businesses

# Utilities Utilities' Priorities

## Wastewater Priorities

5. Reducing the amount of rainwater going into sewers, to prevent sewers overflowing and causing flooding
6. Encouraging customers to only flush pee, poo and paper, and avoid pouring fats and oils from cooking down the sink to reduce sewer blockages
7. Investing more now to prevent sewers collapsing or failing (risking flooding) or needing to be repaired in the future
8. Ensuring our sewer network protects homes and businesses from sewer flooding
9. Ensuring our sewer network protects private gardens and public spaces from sewer flooding
10. Improve the way we manage sludge (i.e. the residue left when cleaning sewage) to achieve best practice when it comes to protecting the environment

# Utilities Utilities' Priorities

## Customer Service Priorities

11. Responding quickly to flooding and bursts on public roads to avoid disruption to travel
12. Installing smart water meters to help reduce water usage and identify leaks
13. Provide additional help and support to those who are struggling to pay their water bill and/or those with additional needs (e.g. disabilities, learning difficulties, medical conditions etc.)
14. Providing information and schemes that help all customers save money
15. Using higher water charges in certain circumstances to encourage customers to be more water efficient
16. Improving our website and mobile app services for a better digital customer experience

# Utilities Utilities' Priorities

## Local Environmental Priorities

17. Preventing pollution (e.g. chemical / sewage leaks and collapses/ blockages causing sewage to overflow into streets and rivers) due to United Utilities activities
18. Limiting the odour, flies and noise caused by United Utilities operations
19. Ensure that land owned by United Utilities is environmentally protected, promotes nature recovery and is well maintained
20. Improving public access and experience of United Utilities land for recreational use (e.g. walks, cycling)
21. Reducing spills from sewer overflows (diluted sewage spilling into rivers/ sea in heavy rainfall) to reduce harm to the environment
22. Enhancing cleanliness of our rivers for recreational use e.g. swimming, canoeing, bathing

# Utilities Utilities' Priorities

## Wider Environmental Priorities

23. Investing to meet future challenges such as climate change and population growth, by investing in sustainable solutions
24. Reducing our carbon footprint (reducing greenhouse gas emission)
25. Doing more to reduce air pollution from our operations and play our part in improving air quality
26. Reducing the use of plastics within our operations
27. Working with community groups to support them in making environmental improvements and adapting to climate change

# 2016 Priorities Ranking

- 1 Providing safe drinking water that is of good quality
- 2 Providing a reliable, continuous supply of water
- 3 Providing reliable and continuous sewerage removal and processing services
- 4 Taking good care of the land and reservoirs that they own and manage
- 5 Providing good quality customer service
- 6 Working hard to keep the cost of water as affordable as possible
- 7 Ensuring that the water needs of customers in vulnerable circumstances are met
- 8 Making sure the impact of the operation on the environment is kept to a minimum
- 9 Keeping people informed about the way water is provided and recycled
- 10 Supporting communities (e.g. access to recreational land, partnerships with community)
- 11 Providing recreational activities that could take place on the land and reservoirs they own

## Temporary Water Ban (TUB; hosepipe ban)

Water companies have the power under the Water Industry Act 1991 to **restrict water usage**.

This only happens where a water supplier is experiencing, or may experience, a serious shortage of water for distribution.

Currently United Utilities is able to maintain unrestricted water supply for the typical British summer but if there was an **extended period of dry weather**, it is possible they would need to implement a TUB.

Each year there is a **5% chance** of this occurring.

Customers may be asked to reduce water consumption voluntarily as a first measure.

If unsuccessful, there would be restrictions on use of hosepipes or sprinklers for watering private gardens and washing private cars (though okay to water gardens with watering can and wash vehicles using bucket and sponge)

United Utilities is **considering investing more in measures** like maximising water extraction for ground water supplies, moving water around its region through its pipe network and where necessary, by encouraging customers to use water more wisely.

In this way, TUB resilience can be **improved from a 5% chance each year to a 2.5% chance**.

## Temporary Water Ban resilience

	Annual chance of occurrence	Chance of occurring at least once in 5 years
	10%	41%
United Utilities' current TUB resilience	5%	23%
United Utilities' proposed TUB resilience	2.5%	12%
	1.25%	6%