

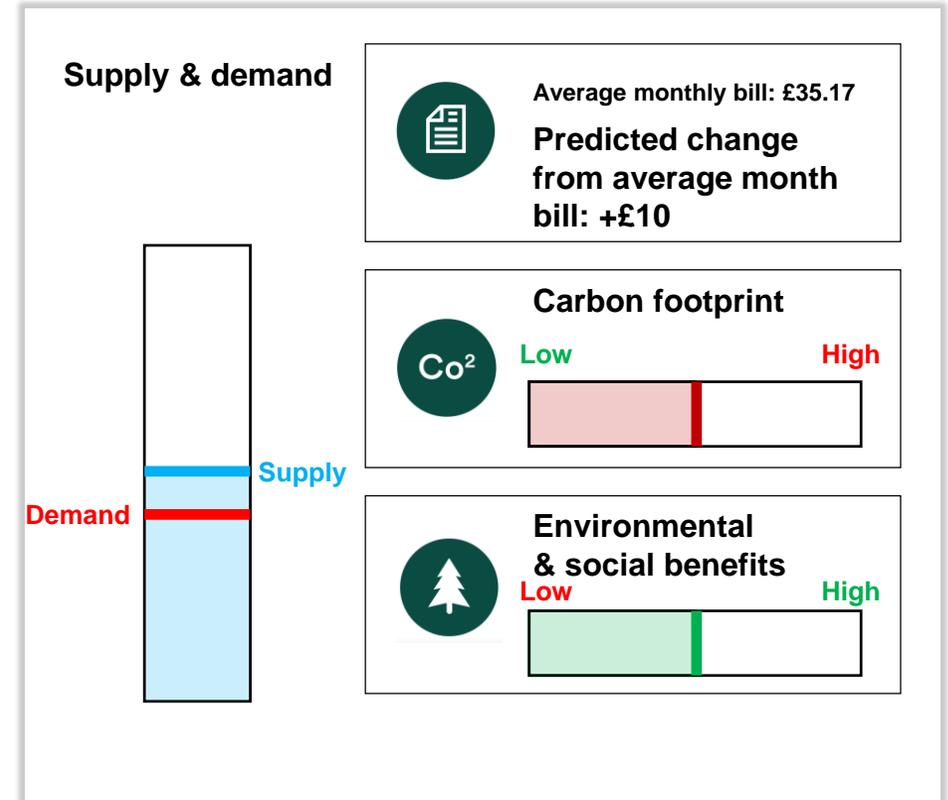
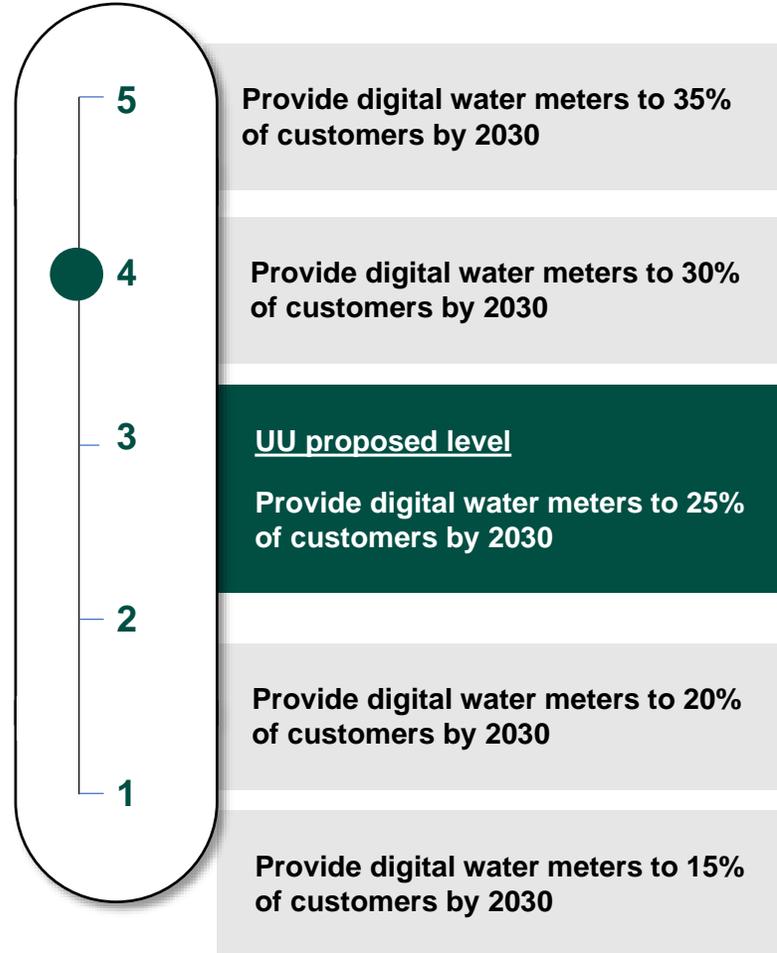
Digital water metering : which of these levels of service do you prefer?

The water industry plans to install digital water meters in customers' homes which will help detect leaks by feeding back live customer usage data to water companies. They will also help customers' save water by showing how much water is being used. Currently no households supplied by United Utilities have digital water meters

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Improve water efficiency: which of these levels of service do you prefer?

Water efficiency is key to reducing customer water usage, because efficiency means that less water is used, meaning the water company doesn't need to produce as much or take as much from the environment.

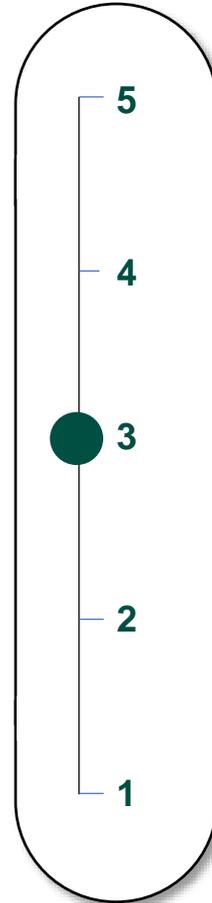
Current water efficiency activity includes water saving promotion, free water saving devices (if requested) and a handful of free home audits for metered customers.

Please note, rainwater harvesting involves rainwater being collected in storage tanks so it can be re-used for toilet flushing, washing machines, gardening etc. but not for drinking. Any cost to install these would be incurred by the house builders.

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All of the below plus rainwater harvesting and water reuse systems installed in new builds

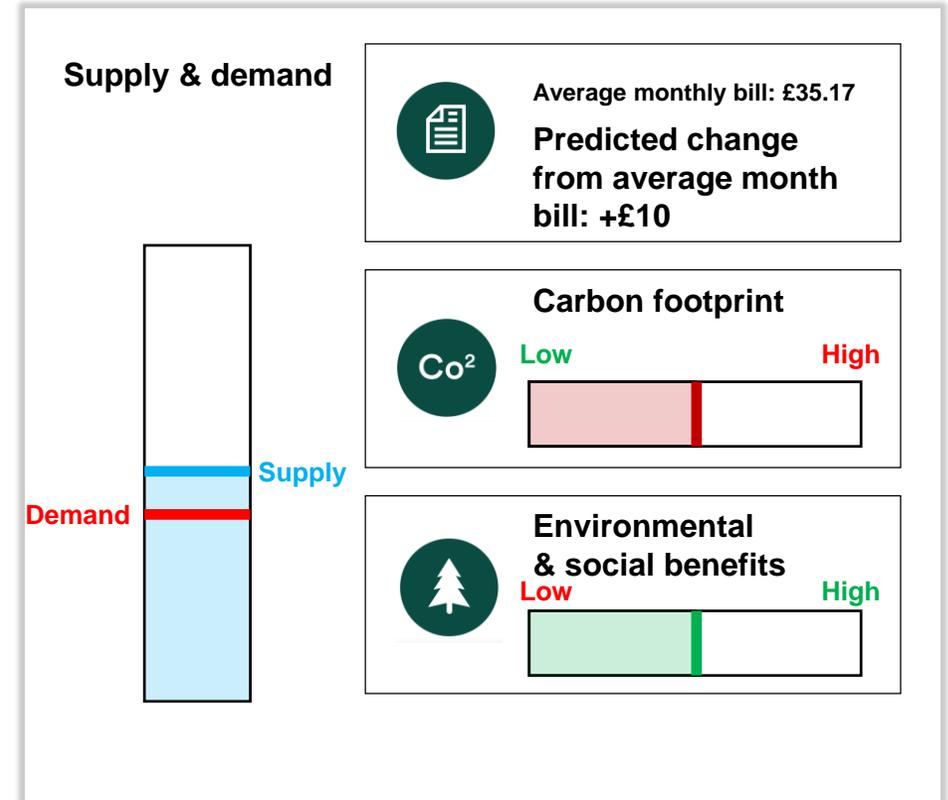
UU proposed level

Below plus subsidised water butts for metered customers

Below plus free home audits for metered customers

Current activity plus wider promotion of free water saving devices for metered customers

Maintain current activity



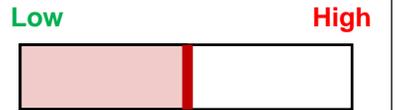
Supply & demand



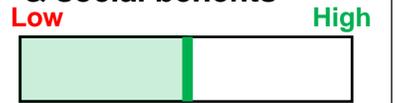
Average monthly bill: £35.17
Predicted change from average month bill: +£10



Carbon footprint



Environmental & social benefits



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Water restrictions: which of these levels of service do you prefer?

In very dry weather, United Utilities may put in place water restrictions such as Temporary Use Bans which prevent hosepipe use and/or the filling of paddling or swimming pools to help safeguard remaining water supplies.

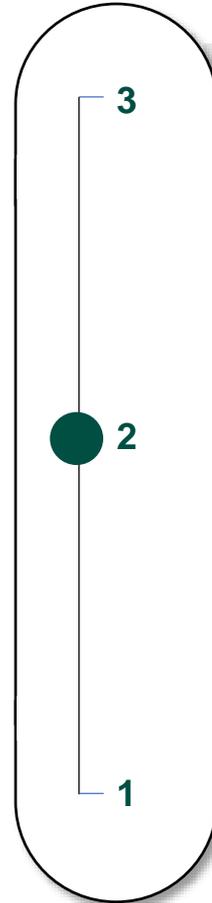
Our current level of service is at the lower end of the industry range, meaning the risk of water restrictions is higher in the North West than in other areas. Investing in new supplies means we can reduce the chance of a temporary use ban and recover more quickly when there are water shortages.

Please note any water restrictions would only be for household customers, however, this impacts water supply levels for all.

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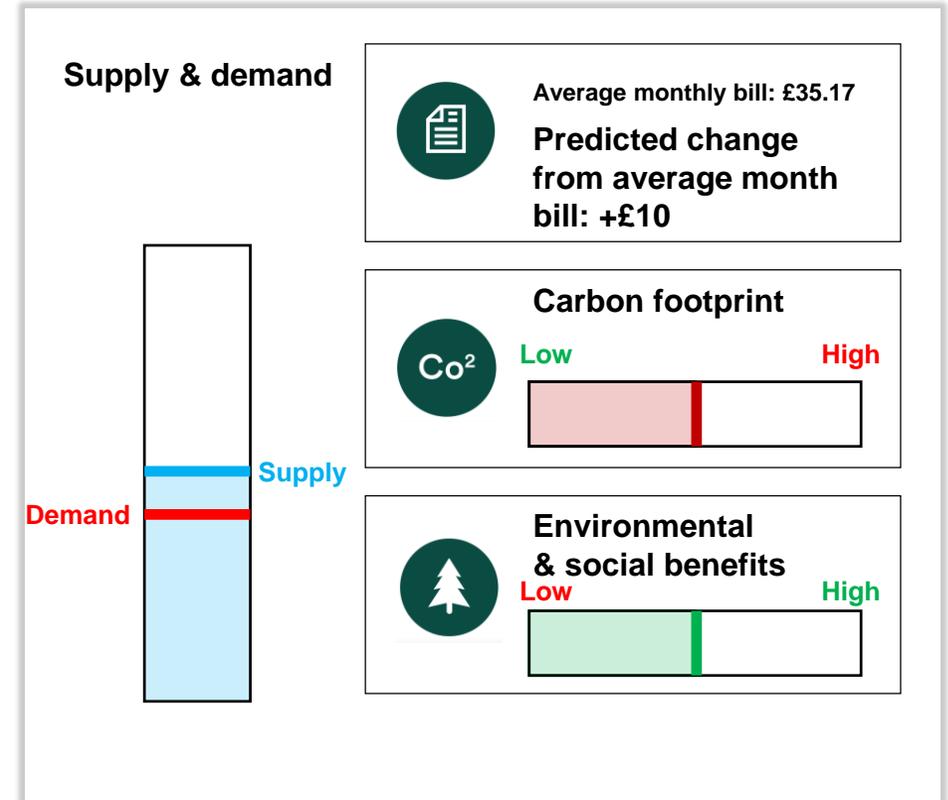


5% chance of a Temporary Use Ban happening over a five-year period (equal to best performing water company in the country)

UU proposed level (in line with neighbouring water companies)

12.5% chance of a Temporary Use Ban happening over a five-year period

23% chance of a Temporary Use Ban happening over a five-year period (United Utilities' current level)



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Leakage: which of these levels of service do you prefer?

United Utilities can reduce leakage by using more resources to find the leaks (e.g. loggers and even sniffer dogs) and then carrying out repairs, or upgrading/replacing pipes on United Utilities' network.

They can also use control systems to manage the pressure in pipes, which will reduce leaks.

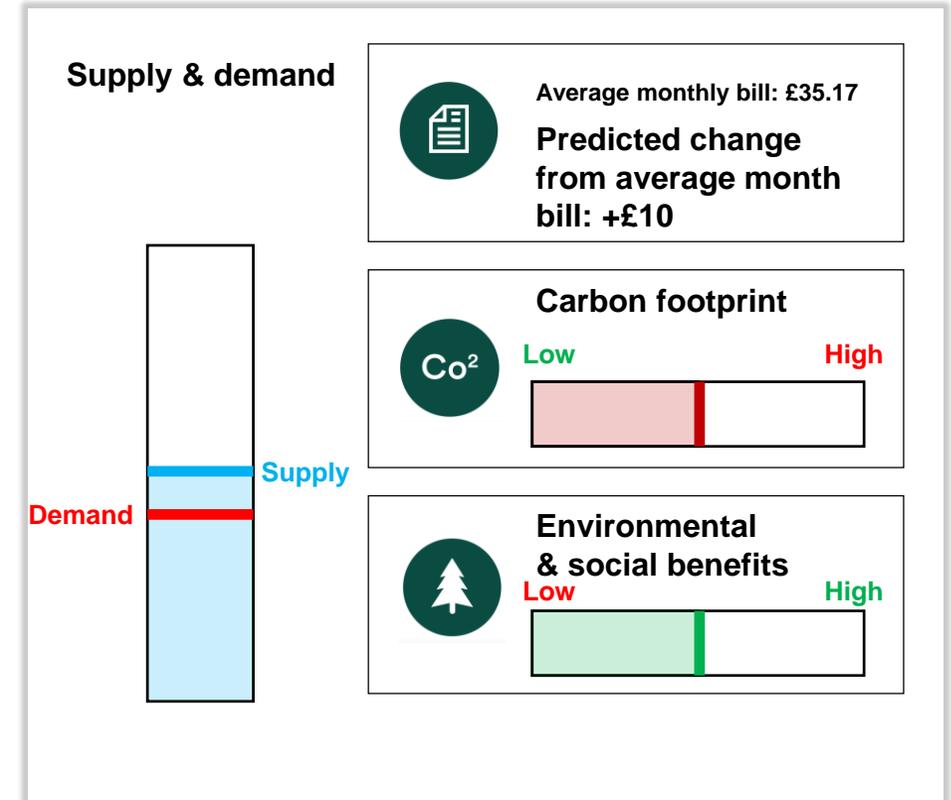
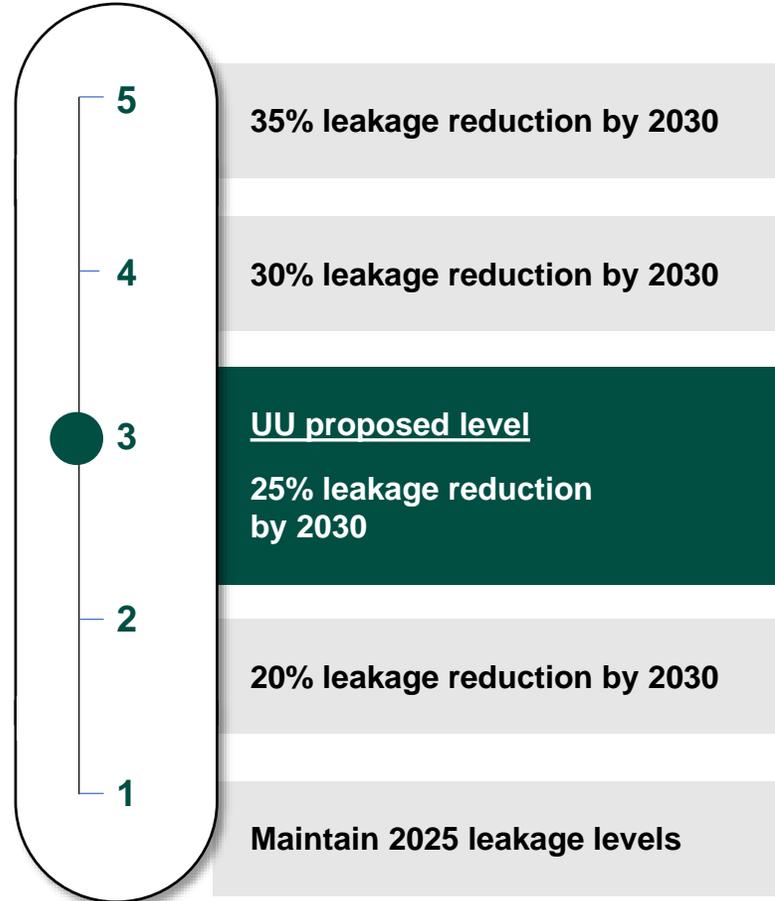
United Utilities is working to reduce the amount of leakage in its network. By 2025 it is estimated that around 381 megalitres (152 Olympic sized swimming pools) will be lost through leakage per day.

The government wants to half leakage by 2050. This slider is looking at the 2030 position.

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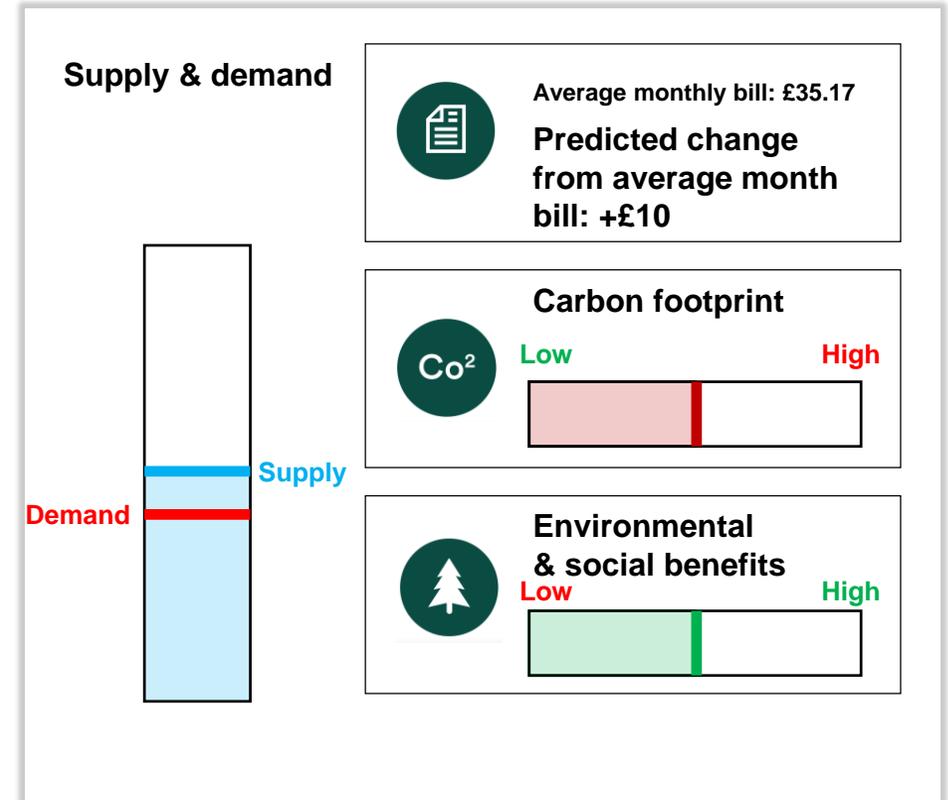
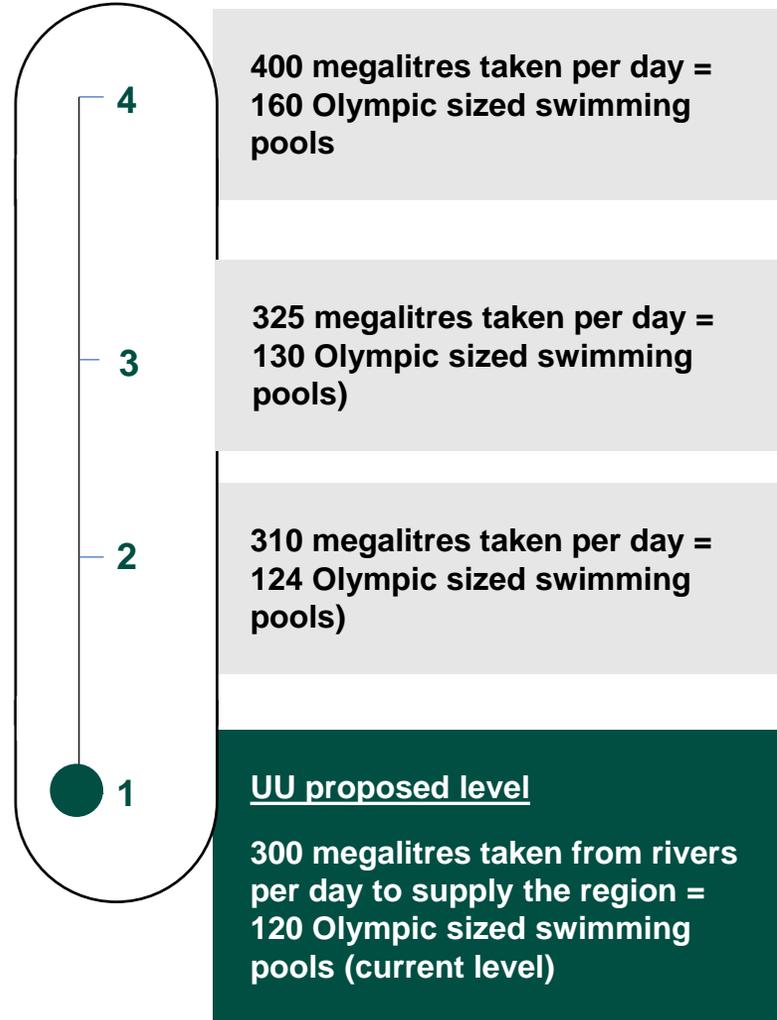
Taking water from rivers: which of these levels of service do you prefer?

United Utilities could increase the amount of water taken from rivers. This would increase supply but could impact on river levels, wildlife habitats and recreational use. More water treatment capacity will be needed too.

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Taking water from underground: which of these levels of service do you prefer?

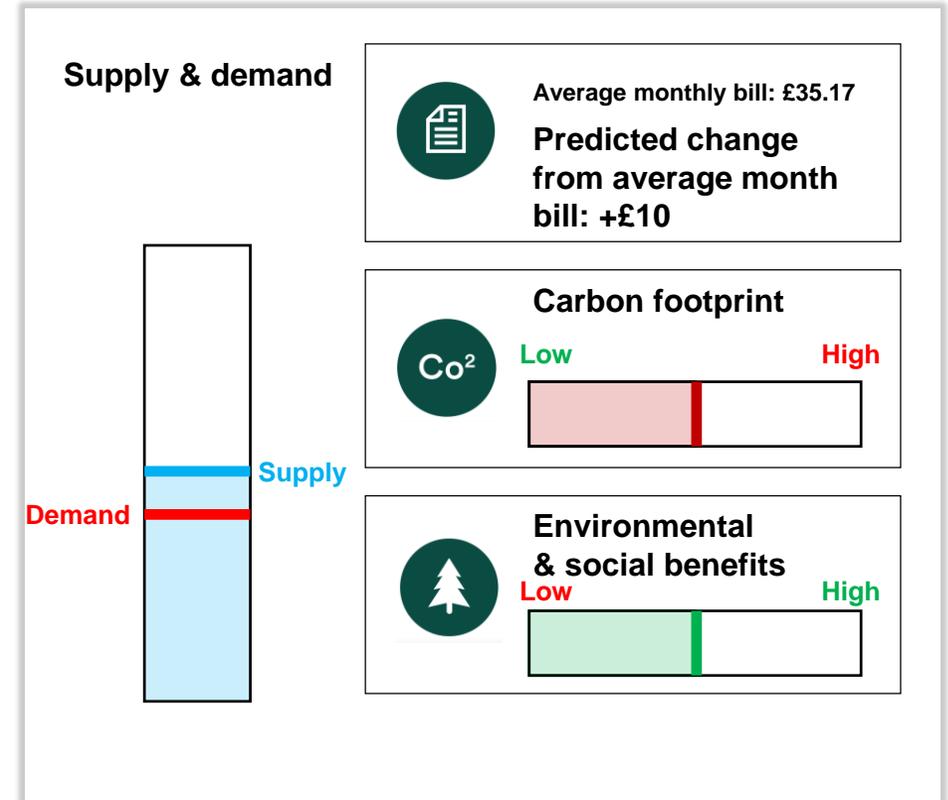
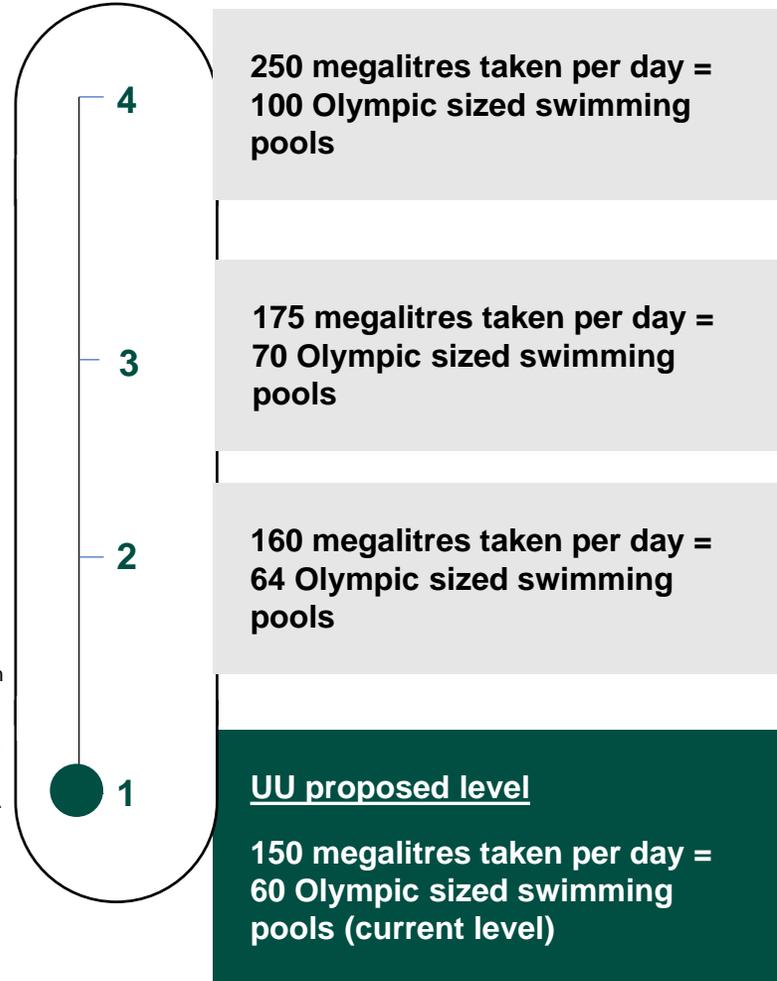
United Utilities could increase the amount of water taken from underground by finding new ground water sources. This water is naturally replaced when it rains.

This can impact on river flows and wildlife habitats. Groundwater can also have a different taste and appearance e.g. limescale.

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Increase size of reservoirs: which of these levels of service do you prefer?

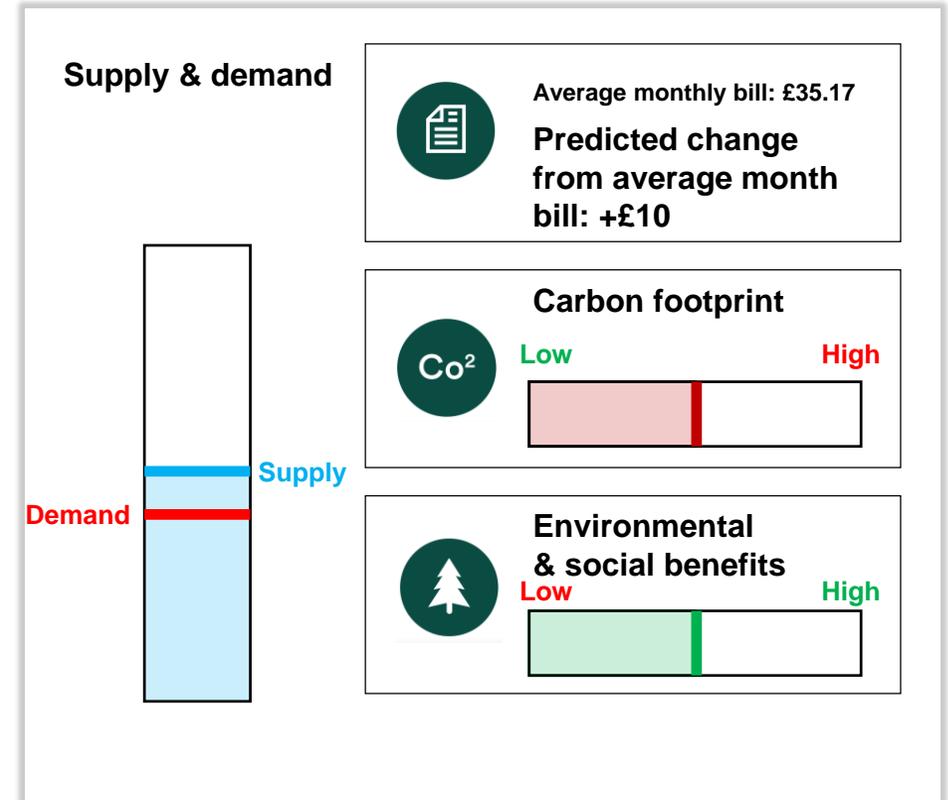
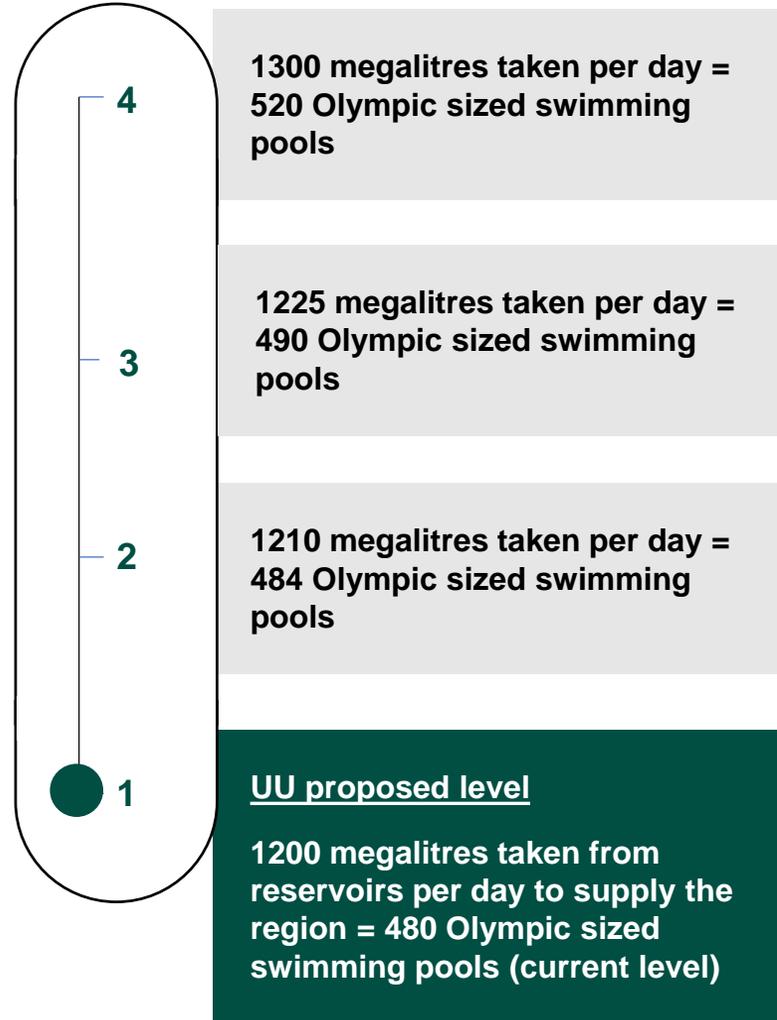
The size of reservoirs can be increased to store more water. This means that more water can be collected and stored when water is plentiful and used when it is not.

This could involve construction and disruption to customers whilst additional storage is built and could take many years to complete.

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