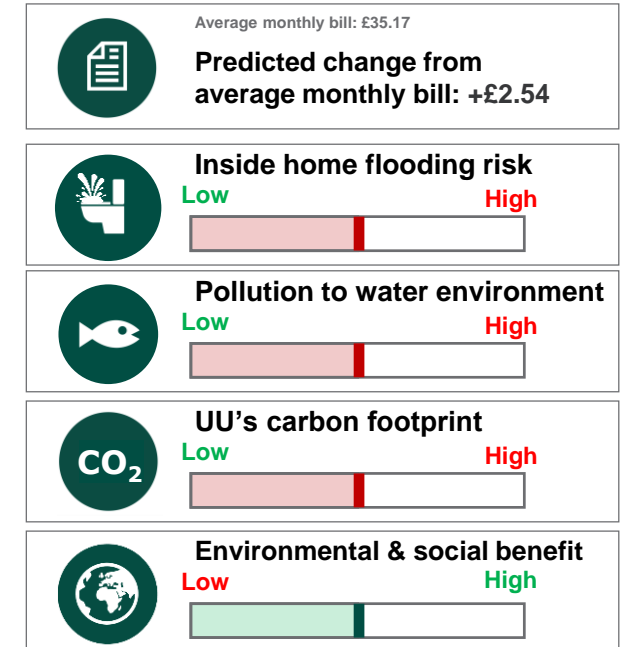
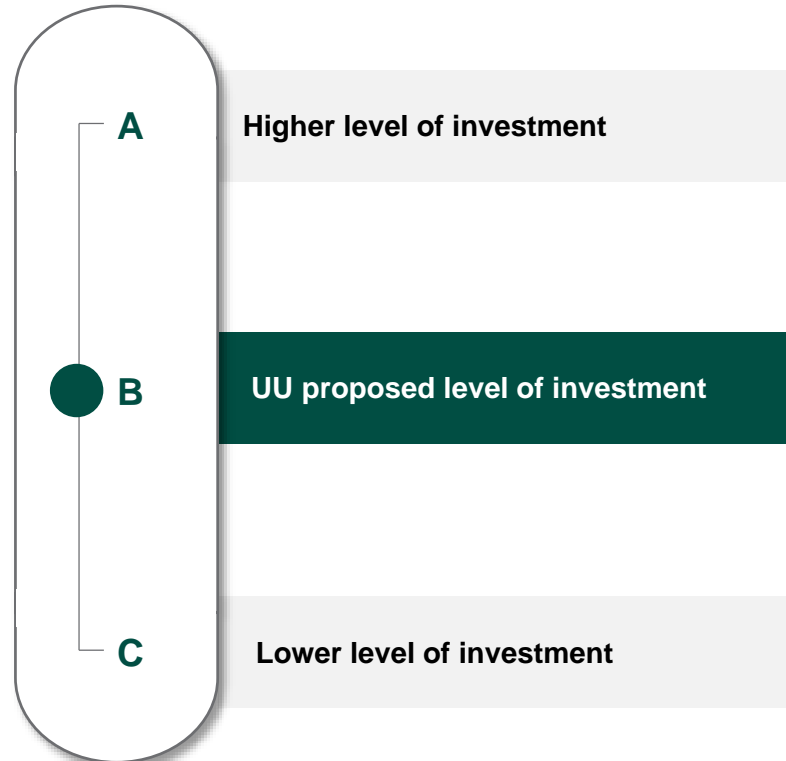


Raising customer awareness: which of these options do you prefer?

United Utilities can raise awareness among customers and future generations on issues that our wastewater systems face, such as blockages and extreme weather, and how we can overcome them by making small changes in our daily lives. For example, United Utilities could help educate customers to stop 'unflushable' items from being put down loos, preventing blockages.

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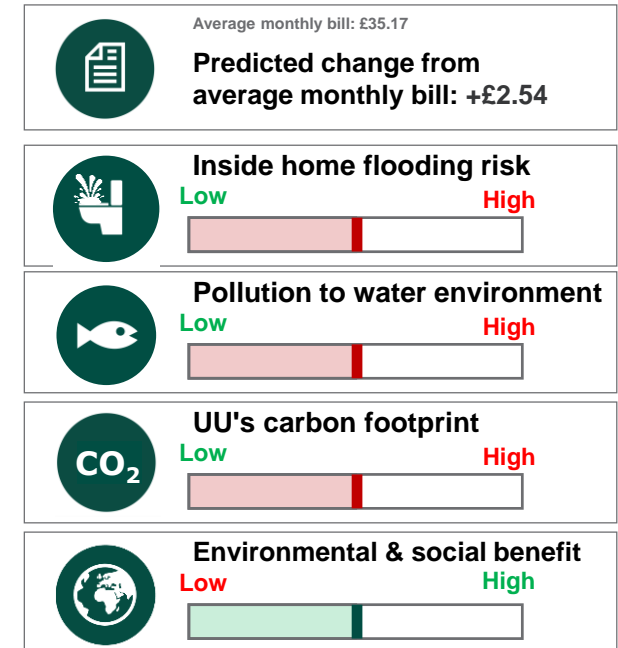
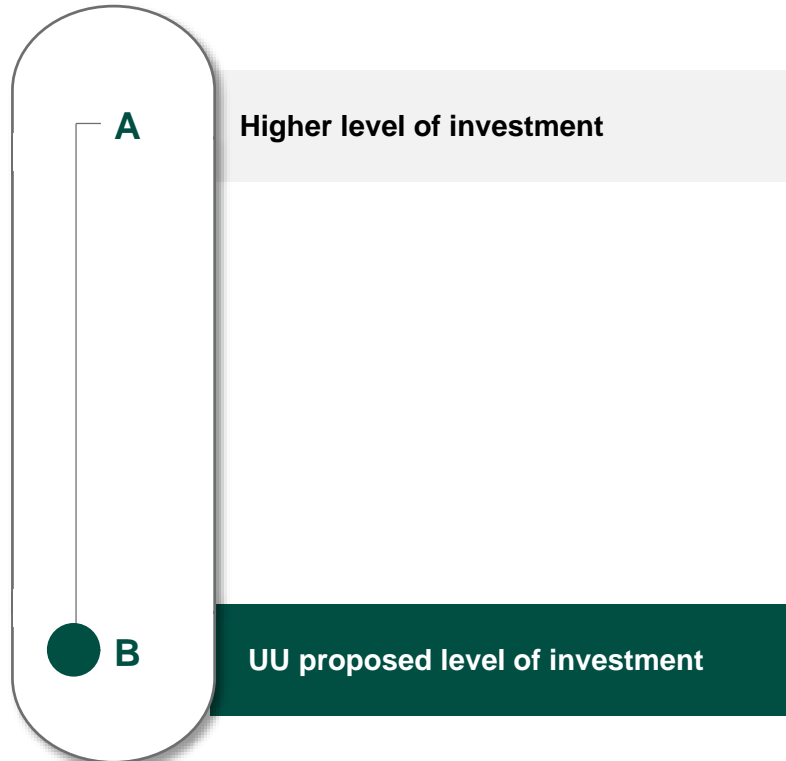
Separation of sewers: which of these options do you prefer?

A large number of our sewers in the North West are combined sewers. This means that sewage wastewater (including from households) **and** surface water from roads enters into the same network and results in wastewater treatment works having to treat more water. If we separated sewage wastewater from rainwater, it would allow for better treatment of wastewater and reduce the risk of systems overflowing.

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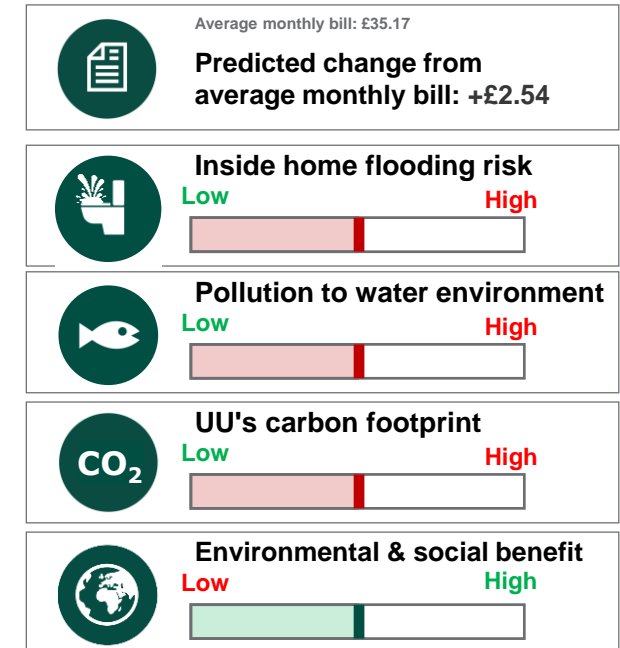
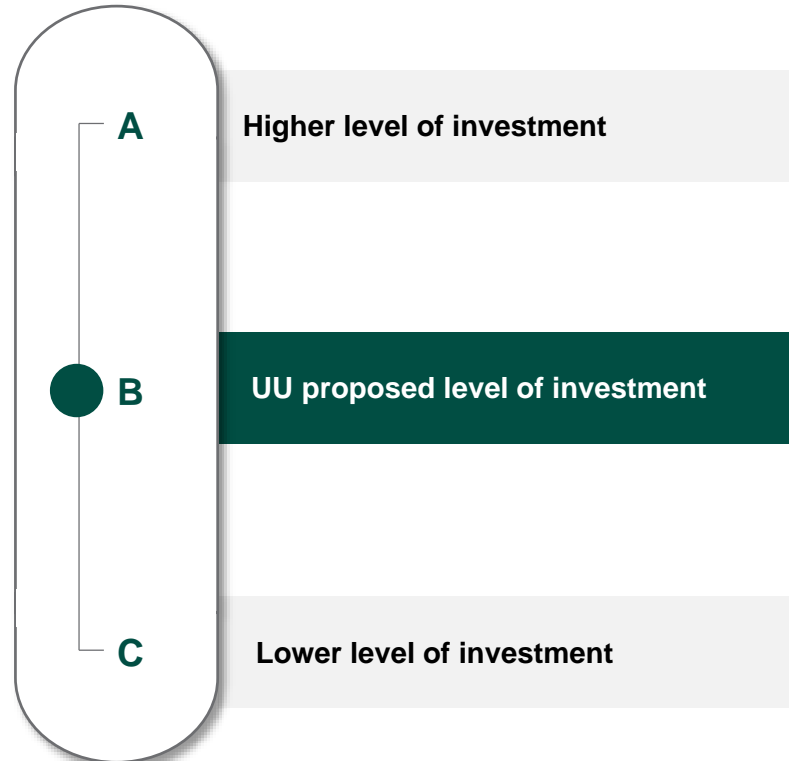
Sewer upgrades: which of these options do you prefer?

Many wastewater problems such as flooding and slow draining are because of blockages and collapses in the sewer network. Repairing, upgrading and replacing these pipes, as well as proactively monitoring to ensure well timed responses, can help to prevent incidents occurring.

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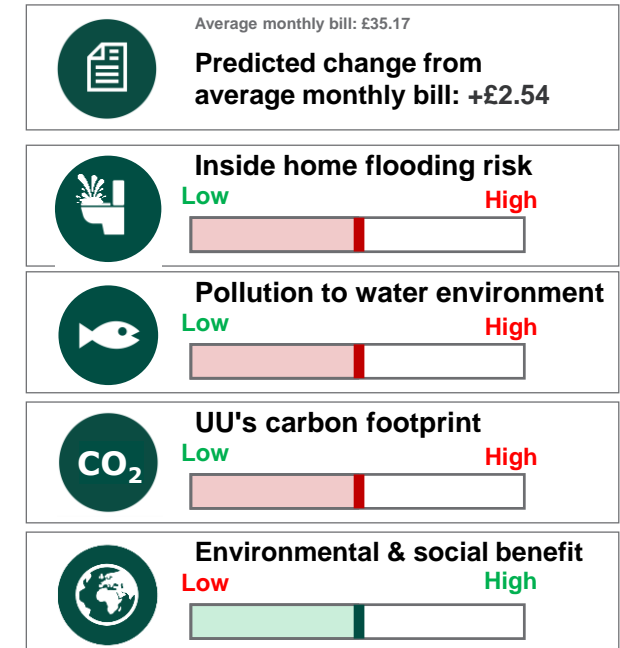
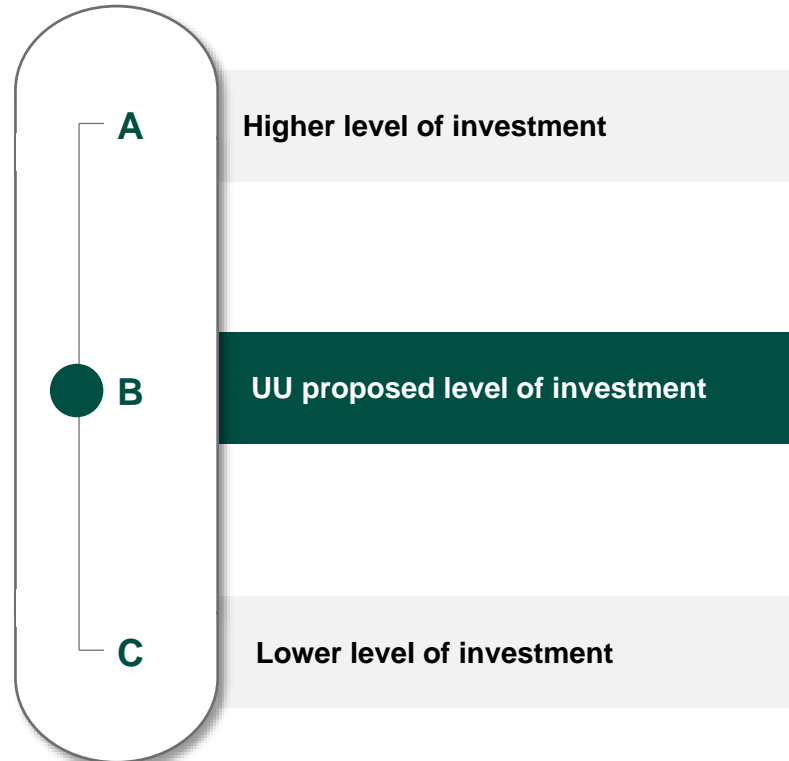
Storage tanks: which of these options do you prefer?

Adding extra capacity to the existing sewer network can help prevent the overflow of sewers, stopping flooding in homes or streets and/or overflowing into waterways. This would involve a) making existing sewers bigger and b) creating large concrete storage tanks to store rainwater in times of high rainfall.

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Sustainable drainage solutions: which of these options do you prefer?

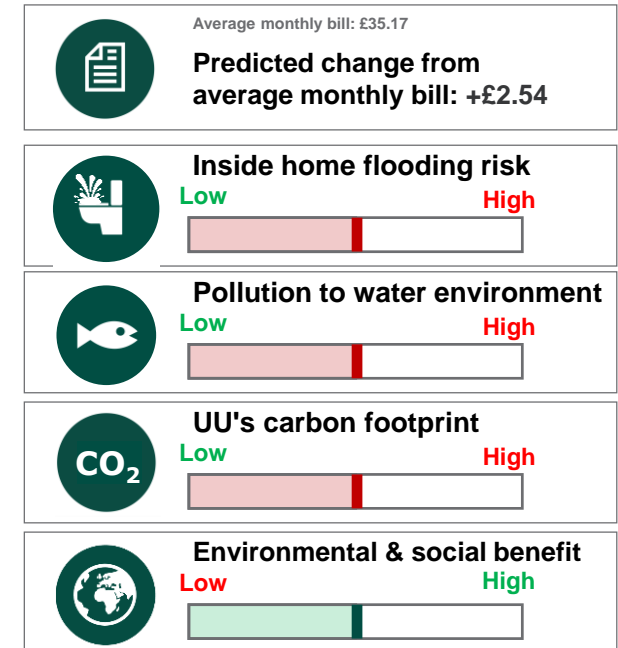
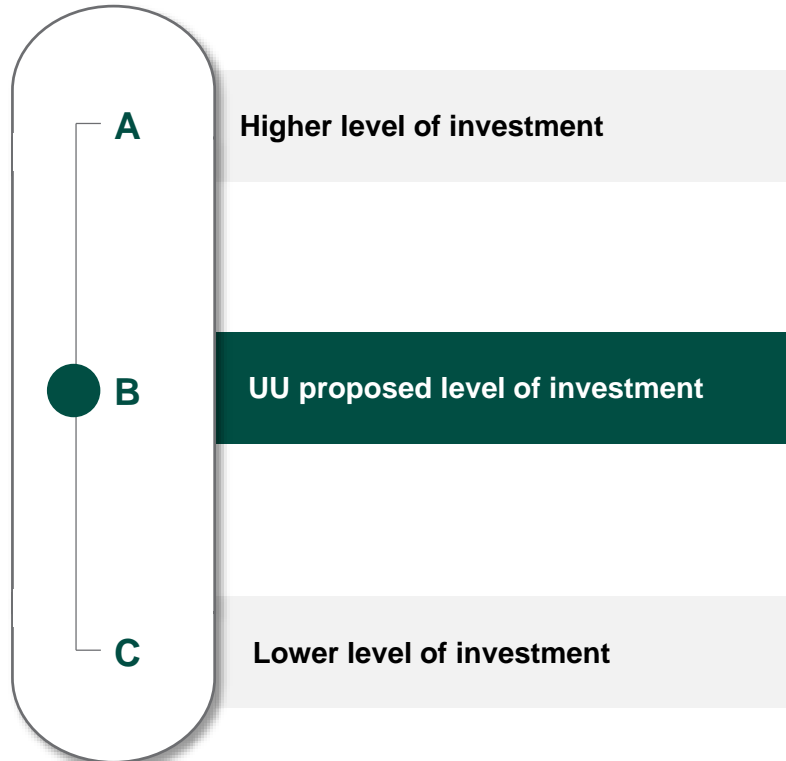
Climate change is predicted to increase the frequency of heavy rainfall and storms which could cause more flooding and overflowing sewers. **Gardens and other green spaces are often built on or paved over, increasing the amount and speed of rainwater running off roofs and roads into sewers, which can increase the frequency and volume of spills and flooding.**

Sustainable drainage solutions mimic nature, and provide areas to store water in natural grooves in the land and can be used to allow water to soak into the ground, taking pressure off the sewer system. These sustainable solutions can be incorporated into our towns and cities, as you can see in the image below, or into rural areas.

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