



United Utilities

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Introductions

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Building a plan for the North West

7.3 million people and **200,000 businesses**

Industrial heritage and Victorian infrastructure

Rainy, hilly region so water stored mainly in **reservoirs**

12% of households affected by water poverty

29 designated bathing waters

34% of land in the region has environmental protection

Annual water runoff **28% more** than rest of country

54% of sewer system is combined, with **2,200 storm overflows**

Challenges facing our region

A growing population

1 million more people over the next 25 years

Climate change

More severe rainfall events

Diverse communities

Differing levels of prosperity across the region's communities

Growing expectations

Environmental requirements driving unprecedented levels of investment over next 30 years



A plan that makes Cheshire stronger, greener and healthier.

We're investing to address the areas customers have said matter most.



19,900
supported with
affordability help,
this will double
by 2030

34,000
customers
supported through
Priority Services

Employing
1,500
people across
Cheshire, with more
green jobs
created

Improving
65km
of the Vyrnwy
Aqueduct to ensure
resilient water
supplies

Improving
24km of rivers
in Cheshire

Reducing spills
from 52 storm
overflows

Collaborating
to promote
sustainable farming
practices and
protect drinking
water quality

Partnering with
local authorities
to reduce
flood risk

Two additional
treatment works to
deliver great quality
water into the
future

Encouraging
visits to our
three beautiful
recreational
sites in
Cheshire

Delivering
additional water
from boreholes to
maintain supplies
in dry weather



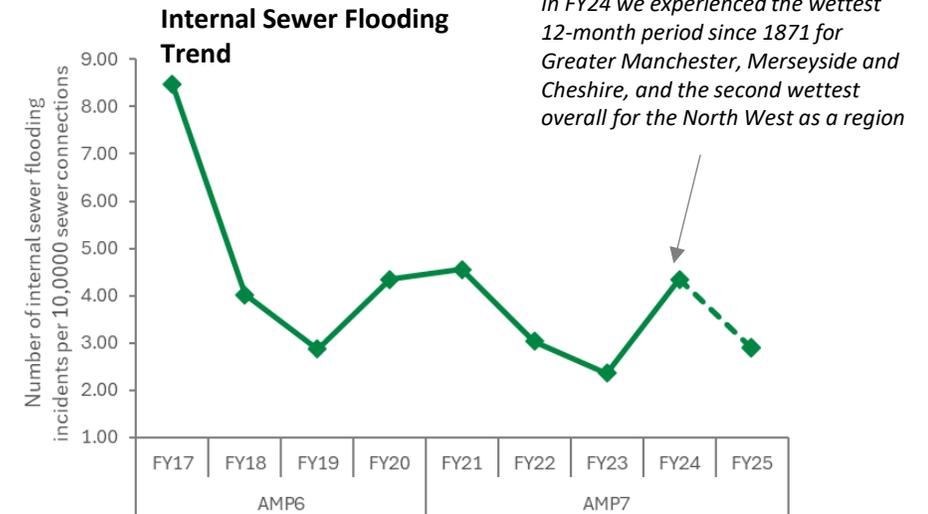
Water for the North West

Blockage & Internal Sewer Flooding: Performance

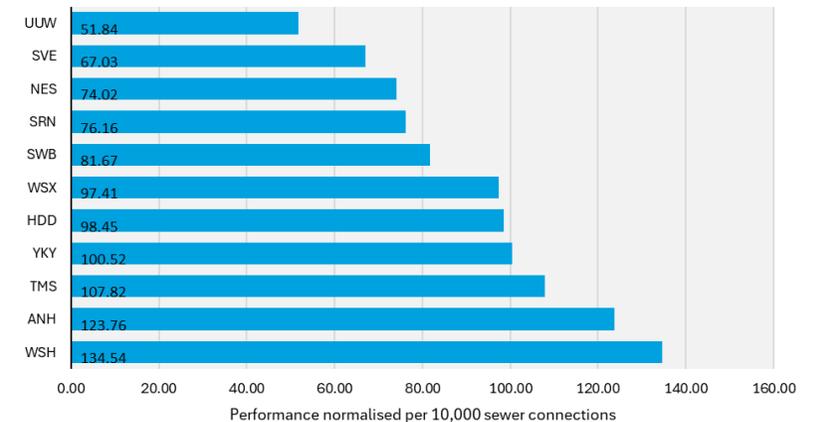
Internal Sewer Flooding is a particular challenge for UU as the North West receives 40% more urban rainfall than the industry average and has the highest percentage of combined sewers in the industry.

However, we have made progress in reducing incidents over the course of AMP7...

- We are forecast to achieve a **36.7%** reduction in internal sewer flooding incidents over AMP7 (FY21 to FY25) – however this measure is highly sensitive to extreme weather;
- We are once again set to achieve our **best ever performance for sewer blockages**, putting us on track to retain our industry leading position;
- We estimate that our dynamic network management (DNM) initiative alone has enabled us to avert **over 500** internal sewer flooding incidents since its implementation in FY23.



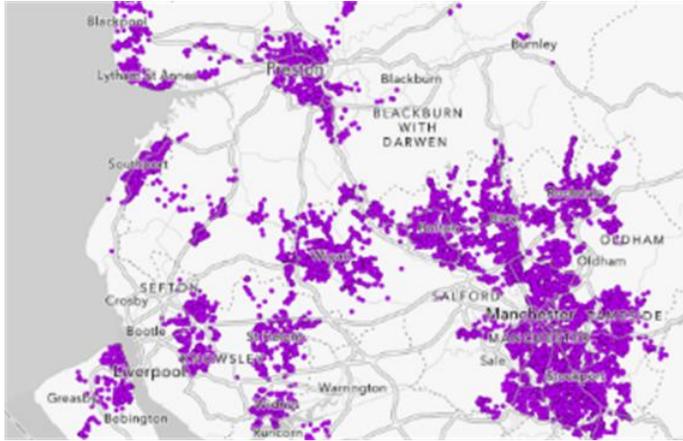
FY24 Blockage performance



| Count of INCIDENT ID | Column Labels | | | | | | | | | | | | | Grand Total |
|----------------------|---------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|---------------|-------------|
| Row Labels | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Grand Total | |
| FY21 | 318 | 304 | 332 | 249 | 257 | 250 | 306 | 304 | 323 | 402 | 339 | 406 | 3,790 | |
| FY22 | 349 | 338 | 272 | 276 | 256 | 290 | 234 | 215 | 317 | 310 | 304 | 310 | 3,471 | |
| FY23 | 302 | 337 | 280 | 243 | 234 | 220 | 263 | 288 | 287 | 395 | 345 | 384 | 3,578 | |
| FY24 | 294 | 268 | 260 | 259 | 207 | 215 | 232 | 214 | 272 | 315 | 309 | 325 | 3,170 | |
| FY25 | 280 | 235 | 208 | 202 | 173 | 186 | 205 | 235 | 279 | 314 | 307 | | 2,624 | |
| Grand Total | 1,543 | 1,482 | 1,352 | 1,229 | 1,127 | 1,161 | 1,240 | 1,256 | 1,478 | 1,736 | 1,604 | 1,425 | 16,633 | |

| |
|---------------------|
| Best ever |
| Better than average |
| Average |
| Worse than average |
| Worst Ever |

AMP7: What have we implemented so far?



Images - partial blockages proactively identified and resolved through DNM.



Implementation of our dynamic network management (DNM) operating model – Installation of over **17,500** intelligent sensors, allowing us to proactively detect, and be alerted to blockage formation, such that our teams can intervene to clear the blockage before flooding occurs

Since its launch, DNM has proactively detected over **5,500** blockages!

Ongoing regional ‘Stop the Block’ and ‘What not to Flush’ customer awareness campaigns, as well as local targeted hotspot campaigns

Partnership with ECAS, conducting **over 20,000 site visits** to high-priority food service establishments since Oct 2019, preventing an estimated **3,372 tonnes** of fats, oil and greases entering the sewer!



WATER COMPANY NEWS

Olympic swimming pool of fats, oils and greases diverted from North West sewers



Increasing resilience to severe weather



Delivering upgrades to the local sewer network in Cottam, Preston

- We have invested over **£35 million** in our ‘hydraulic flood risk resilience’ schemes to reduce the impact of hydraulic incapacity through cut and pump solutions as well as planned installation of **9,945 m³** of storage by the end of AMP7;
- We’ve also deployed over **1,400** property-level flood mitigation devices

Internal Sewer Flooding: Customer Response

Whilst our priority is preventing incidents, where incidents do, unfortunately, occur, we ensure our response is swift and empathetic.

- Over the past 12 months, our average time to respond to customers experiencing internal sewer flooding was **2.57 hours**, down from 5.02 hours in the previous 12-month period. This is despite some significant storm events;
- **75-80%** of our incidents are resolved on the first visit;
- Our latest (Q2 of FY25) C-MeX results place us **1st place** for wastewater customer experience - The range of company WaSC scores was 88.78 to 61.42 with only 4 companies achieving a score in the 80's;
- We have **monthly executive-level** meetings to review our worst served customers for sewer flooding to drive mitigation/resolution;
- Business wide **repeats steering group** to learn the common themes of failure to prevent repeats and first-time incidents.

The four pillars of improving our time to respond:

Stop the Customer Contact

Stop sewer flooding occurring in the first place through targeted activities including cleaning, DNM and customer awareness campaigns

Stop the Contact Becoming a Job

Improve triaging activities within our customer call centre to screen out private incidents prior to attendance

Work Optimisation

Ensuring the right resource is sent to the right job, including fast-tracking of repeat incidents

Efficient and Effective Resolution

Swift response to customers in urgent need through effective scheduling and utilisation of contract partners where required

We know we can do more: Looking ahead to AMP8

Our AMP8 Strategy

'Controlling the Controllable & Increasing Resilience to Severe Weather'

Digitally-enable our system to proactively prevent sewer flooding



Support customers affected by sewer flooding at every stage



Apply data-driven intelligence to **target interventions effectively**



Embed a **root cause analysis** culture throughout all that we do



At final determinations, Ofwat has set a challenging target to achieve a further 45% reduction in internal sewer flooding incidents over AMP8 (2025-2030)

Controlling the Controllable

- An enhanced targeting programme – proactive inspection and sewer rehabilitation in postcodes of high flooding and other causes (FoC) risk;
- Improving operational intelligence through expansion of DNM principles, including trialling reactive sensor deployment following first time incidents to prevent repeats;
- Targeted customer awareness campaigns in areas of misuse

Increasing Resilience to Severe Weather

- We are seeking to introduce a dedicated funding pot for worst served customers, to be managed by our executive, to trial solutions where resolution has been cost prohibitive historically;
- Establishment of a dedicated emergency fund for customers experiencing sewer flooding who may not have household insurance in place – eligibility criteria are being established;
- Expansion of our property-level flood mitigation programme

Progress, key updates & partnership working

Progress since last year

- Improved collaboration on key issues and willingness to work together
- Regular operational and strategic meetings covering breadth of topics
- Strengthened working relationships at various levels

Partnership working on recent flooding incidents

- Aston Flooding
 - Jointly attended residents meeting after escalated complaints to both CEC & UU CEOs, MPs and Councillors
 - Guarantee given by our CEO to meet and listen to residents & be readily accessible to customers and stakeholders
 - Explained UU assets overwhelmed in periods of heavy rain and challenges to resolve

Key updates

- Some projects from last year still ongoing:
 - Calveley flooding – progress being made given the complexities
 - Hobson St/Ryle St – recharge still outstanding

Upcoming projects

Upcoming projects

- Opportunities in Crewe – nature-based solutions, sustainable drainage
 - Positive discussions have taken place
 - Next steps include a mapping exercise of planned projects for CEC, UU, Crewe Town Council
- Combined sewer overflow spills reduction plan (2025 – 2030)
 - Investing in 23 overflows in Cheshire East
 - Investigations highlighting cases where there are flows we are not bound to receive
 - Expect to find more of these so need a clear plan on how to deal with these
 - Important that this issue is understood as a risk by all local authorities
- Chancel Lane – UU scheme to reduce combined sewer overflow spills and improve river water quality
 - Requires culvert disconnection – culvert connected into our combined system increasing spills downstream
 - Discussed solution at both operational & strategic meetings
- Integrated Water Management Plan
 - Early discussions around an integrated water management plan for Cheshire – approach in place in Greater Manchester Combined Authority and MOU recently signed with Liverpool City Region

Any questions?

