

About this document

This document is a summary of our performance against the commitments we agreed to deliver in year four of the five-year business plan period, which runs from 1 April 2020 to 31 March 2025. This five-year period is sometimes called 'AMP7'. In the fourth year of AMP7 (1 April 2023 to 31 March 2024) we made substantial investments to improve the services that are important to customers and other stakeholders who are affected by and have an interest in our service and performance. This update highlights where our performance has been better than expected, and explains the areas where we have missed our targets and could improve further.

We regularly review our performance with the YourVoice panel. YourVoice is an independent customer and stakeholder group whose aim is to make sure we put our customers at the centre of our day-to-day work to provide services, make decisions and deliver our business plan.


The panel's members include independent customer and business representatives, as well as representatives from the Environment Agency and the Consumer Council for Water. YourVoice is made up of the following four subgroups who contribute to the overall panel.

- Customer research and engagement
- Environment and social capital
- Affordability and vulnerability
- Stakeholder

You can read more about the work of each subgroup, including agendas and minutes of meetings, on the YourVoice website at

 yourvoiceicg.co.uk

YourVoice publishes an independent report on our overall performance for the year, which you can read at

 unitedutilities.com/globalassets/documents/pdf/apr-yourvoice-statement-2023-24

This document is a summary of our performance. There are more details in our full Annual Performance Report 2023/24 (APR), which you can read at

 unitedutilities.com/globalassets/documents/pdf/united-utilities-annual-performance-report-2023-24

We are always interested in what customers and stakeholders have to say. If you have any comments about this or any of our other publications, please send them to us at myview@uuplc.co.uk and we'll get back to you.

Price review

In October 2023, we submitted our draft business plan to Ofwat for the next five-year period, April 2025 to March 2030 (AMP8). The plan outlines our ambition to protect water supplies and the environment for generations to come, improve services and provide more help to those who need it. It also explains how making these improvements will affect customers' bills. If approved, the new plan would see us invest more than £13 billion over the next five years, delivering the improvements that we all want to see. You can read more about our draft business plan at

 pr24.unitedutilities.com

Since October, Ofwat has been reviewing and challenging our plans. It published its draft decision on our plan in July 2024, and we will respond to this by late August. Ofwat will then publish its final decision on our plan in December 2024. The final decision will set out the levels of service that customers can expect to get and how much it will cost to provide them.

