



Record £13.7 billion investment in the pipeline for the North West

We've published our plans to invest £13.7 billion to deliver cleaner rivers, more reliable water supplies and extra support for customers struggling with bills. The plan outlines our focus from 2025 to 2030. If accepted, it will be the biggest ever investment in water infrastructure for over 100 years - building a more resilient system and guaranteeing over 30,000 jobs.

At the same time we are planning to double our financial support for those who need it, with a package of £525 million to help one in six customers who may be struggling to pay their water bill. You can find out more about our plans by clicking on the link below.

[Our proposed business plan](#)



Raising awareness of our affordability support

It's been a busy few months for our outreach manager Nikki Carney who has been out and about across the North West.

Nikki has attended a number of community groups to raise awareness of the help we can provide to customers struggling with their payments including 'Burnage Buddies', a group offering support to people in Manchester and 'The Bread and Butter Thing', a food charity which is supporting thousands of families each week.

"So far we have visited 13 food clubs run by the charity across the North West, speaking to people about their water bills when collecting their weekly essential food supplies," said Nikki. "It's been a great way to offer support to customers who really need it."

Mark Game, The Bread and Butter Things's CEO said: "Bringing expertise to our hubs to offer additional support and practical solutions for our members is a vital part of TBBT's work. The work United Utilities have been doing over the past few months has made a big difference to members in managing their water bills. Our members are often stressed, stretched, and struggling, so offering face-to-face support in their local TBBT hub can have a significant impact."

Nikki is also involved in a pilot scheme in North Cumbria, bringing together multiple organisations to develop a 'one-stop-shop' to specifically target fuel poor customers. "It's a great scheme to be part of and

the multi-agency approach is really helping to get the support to people who need it via multiple referral paths,” said Nikki.

Don't forget, if you'd like to make contact with Nikki please click the link below to complete our online form and Nikki will get back in touch to arrange a convenient date to visit your organisation.

Debt advisor form



Help make our 2024 affordability conference the best yet!

We're currently looking at organising our next affordability conference in January 2024 and we need your help to make it the best yet.

We've held a number of affordability conferences over the last five years in Liverpool, Manchester and Warrington and we'd really love to hear your views on what you find important at these events. This will help us to decide on a suitable venue and also what guest speakers to invite and the topics to cover.

[To take part in our survey please click this link before 15th November.](#)

Complete our survey



The Hardship Hub goes from strength to strength

Since the Hardship Hub opened to everyone across the North West, we've seen a massive increase in the number of visitors to the site.

The Hub – originally created to assist debt advisors when helping clients to find the most appropriate support in their area – launched to everyone across the North West back in the summer after undergoing a revamp and accessibility testing.

The site currently has around 500 schemes from organisations including housing associations, energy companies, charities and local authorities. Since relaunching more than 4,000 people have visited the site, if you've not visited the site recently why not give it a look. It would be great if you could also recommend the site to anyone you feel would benefit from finding support in their local area.

[Visit the Hardship Hub](#)

Support for customers on Pension Credit

With customers starting to receive their Warm Home Discount scheme payments on their electricity bills, now's a great time to start promoting our Help to Pay scheme to your clients.

That's because customers who receive the Warm Home Discount are also highly likely to be eligible for support with their water bills via our Help to Pay scheme too.

Our Help to Pay scheme is aimed at customers receiving Pension Credit and struggling to afford their water bill payments.

Customers accepted on to our scheme receive a discount on their water bills by as much as £173 a year.

[Help to pay scheme - Find out more](#)



Help for customers using lots of water

If you're supporting any clients who need to use lots of water but are struggling with their payments, they maybe eligible for support via the WaterSure scheme.

The scheme is aimed at customers with a water meter who receive means tested benefits and use a lot of water due to having a large family or a medical condition. Customers who meet the criteria have their bills capped at a set amount, regardless of the amount of water they need to use.

You can find out more and check eligibility criteria by clicking the button below.

[Watersure scheme - Find out more](#)

You play a key role in identifying and supporting people across the North West who are struggling with debt and we hope that by working together, we can provide support to even more customers who need help with their water bills.

To catch up on our previous emails please visit our [website](#).

Many thanks

Michelle Atkinson
Revenue Director



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