

16 July 2024

United Utilities Group Plc

Ofwat wastewater treatment investigation

In 2021 Ofwat launched an industry wide investigation into how companies manage their wastewater assets. Ofwat has announced that United Utilities Water (UUW) will be included alongside other companies who have previously been the subject of enforcement investigations since 2022.

UUW has received an information request relating to the performance and operation of its wastewater assets. We will respond to the data request to provide Ofwat with the information it requires to undertake its investigation. Issuing the information request does not imply that Ofwat will conclude that formal enforcement action and/or a financial penalty will be imposed.

We understand and share people's concerns about the health of the environment and the operation of wastewater systems, including combined sewer overflows. UUW is delivering billions of pounds of investment in environmental improvements. We have a dedicated 500 strong team working across the region, driving reductions in the number of spills. This team comprises some of the best data scientists, engineers and construction experts who are innovating and accelerating progress for the benefit of customers, communities and the environment in the North West.

We will continue to work openly and constructively with Ofwat to comply with the formal notice issued as part of its ongoing industry investigation.

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