

About this document

This document is a summary of our performance against the commitments we agreed to deliver in year two 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 second year of AMP7 (1 April 2021 to 31 March 2022) 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 in the coming years.

Throughout years one and two, we regularly reviewed our performance with the YourVoice panel. YourVoice is an independent customer and stakeholder group that challenges the way in which we provide our services and the commitments we made in our business plan, which took account of the views of customers and stakeholders. The panel's members include independent customer and business representatives, as well as quality and environmental regulators. You can read more about the work of the panel and its thoughts on our overall performance on our website at:



unitedutilities.com/corporate/about-us/performance/yourvoice

We explain our outcomes and performance commitments in the next section.

This document is a summary of our performance. There are more details in our full Annual Performance Report 2021/22 (APR). The 2021/22 United Utilities Group PLC Annual Report and Financial Statements is also available on our website.

Links to both of these documents are provided on the last page of this document.

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.

