

# Shareholder information

## Key dates

- **22 June 2017**  
Ex-dividend date for 2016/17 final dividend
- **23 June 2017**  
Record date for 2016/17 final dividend
- **28 July 2017**  
Annual general meeting
- **4 August 2017**  
Payment of 2016/17 final dividend to shareholders
- **22 November 2017**  
Announcement of half-year results for the six months ending 30 September 2017
- **21 December 2017**  
Ex-dividend date for 2017/18 interim dividend
- **22 December 2017**  
Record date for 2017/18 interim dividend
- **1 February 2018**  
Payment of 2017/18 interim dividend to shareholders
- **May 2018**  
Announce the final results for the 2017/18 financial year
- **June 2018**  
Publish the annual report and financial statements for the 2017/18 financial year

## Why not make life easy and have your dividends paid straight to your bank?

- › The dividend goes directly into your bank account and is available straight away
- › No need to pay dividend cheques into your bank account
- › No risk of losing cheques in the post
- › No risk of having to replace spoiled or out-of-date cheques
- › It's cost-effective for your company

To take advantage of this, please contact Equiniti via [shareview.co.uk](http://shareview.co.uk) or complete the dividend mandate form that you receive with your next dividend cheque.

If you choose to have your dividend paid directly into your bank account you'll receive one tax voucher each year. This will be issued with the interim dividend normally paid in February and will contain details of all the dividends paid in that tax year. If you'd like to receive a tax voucher with each dividend payment, please contact Equiniti.



Go to Equiniti for more information via [shareview.co.uk](http://shareview.co.uk)

## Electronic communications

We're encouraging our shareholders to receive their shareholder information by email and via our website. Not only is this a quicker way for you to receive information, it helps us to be more sustainable by reducing paper and printing materials and lowering postage costs.

Registering for electronic shareholder communications is very straightforward, and is done online via [shareview.co.uk](http://shareview.co.uk) which is a website provided by our registrar, Equiniti.

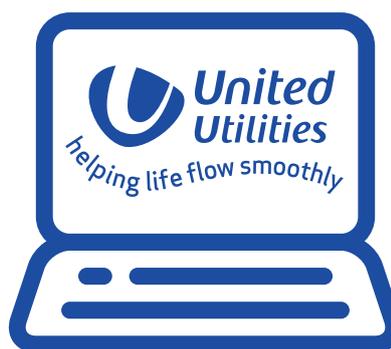
Log on to [shareview.co.uk](http://shareview.co.uk) and you can:

- › set up electronic shareholder communication;
- › view your shareholdings;
- › update your address details if you change your address; and
- › get your dividends paid directly into your bank account.

Please do not use any electronic address provided in this notice or in any related document to communicate with the company for any purposes other than those expressly stated.

## Online annual report

Our annual report is available online. View or download the full annual report and financial statements from: [unitedutilities.com/corporate](http://unitedutilities.com/corporate)



## Keeping you in the picture

You can find information about United Utilities quickly and easily on our website: [corporate.unitedutilities.com](http://corporate.unitedutilities.com) Here the annual report and financial statements, responsible business performance, company announcements, the half-year and final results and presentations are published.

### Registrar

The group's registrar, Equiniti, can be contacted on: **0371 384 2041** or textphone for those with hearing difficulties: **0371 384 2255**. Lines are open 8.30 am to 5.30 pm, Monday to Friday excluding public holidays.

The address is:

Equiniti, Aspect House, Spencer Road,  
Lancing, West Sussex, BN99 6DA.

Overseas shareholders may contact them on:

**+44 (0)121 415 7048**

Equiniti offers a share dealing service by telephone:

**0345 603 7037** and online:

[shareview.co.uk/dealing](http://shareview.co.uk/dealing)

Equiniti also offers a stocks and shares ISA for United Utilities shares, call **0345 300 0430** or go to: [shareview.co.uk/dealing](http://shareview.co.uk/dealing)

## Looking after your investment

Our approach to responsible business has again helped us retain world class status in the Dow Jones Sustainability Index for the ninth consecutive year and membership of FTSE4Good Index for the fifteenth. We also received a B rating in the Carbon Disclosure Project and secured 90 per cent in BitC's CR Index.



This document is printed on Cocoon Silk 100 which is made from 100% FSC® Recycled pulp and post-consumer waste paper. This reduces waste sent to landfill, greenhouse gas emissions, as well as the amount of water and energy consumed.



## Important information

### Cautionary statement:

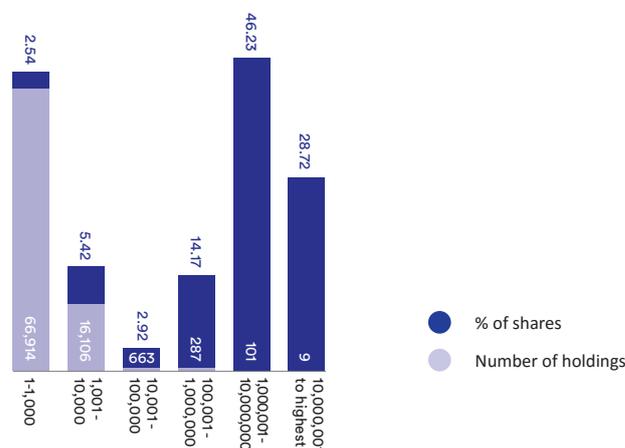
The annual report and financial statements (the annual report) contains certain forward-looking statements with respect to the operations, performance and financial condition of the group. By their nature, these statements involve uncertainty since future events and circumstances can cause results and developments to differ materially from those anticipated. The forward-looking statements reflect knowledge and information available at the date of preparation of this annual report and the company undertakes no obligation to update these forward-looking statements. Nothing in this annual report should be construed as a profit forecast. Certain regulatory performance data contained in this annual report is subject to regulatory audit.

### Terms used in this report:

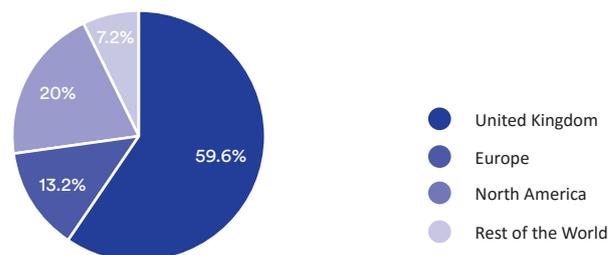
Unless expressly stated otherwise, the 'group', 'United Utilities', 'UU' or 'the company' means United Utilities Group PLC and its subsidiary undertakings; the 'regulated business', 'regulated activities' or 'UUW' means the licensed water and wastewater activities undertaken by United Utilities Water Limited (formerly United Utilities Water PLC) in the North West of England.

## Key shareholder facts

Balance analysis as at 31 March 2017



## Shareholders by location



## Dividend history – pence per share

	2013	2014	2015	2016	2017
Interim	11.44	12.01	12.56	12.81	<b>12.95</b>
Final	22.88	24.03	25.14	25.64	<b>25.92</b>
Total ordinary	34.32	36.04	37.70	38.45	<b>38.87</b>

## Warning to shareholders

Please be very wary of any unsolicited contact about your investments or offers of free company reports. It may be from an overseas 'broker' who could sell you worthless or high risk shares. If you deal with an unauthorised firm, you would not be eligible to receive payment under the Financial Services Compensation Scheme. Further information and a list of unauthorised firms that have targeted UK investors is available from the Financial Conduct Authority at: [fca.org.uk/consumers/protect-yourself/unauthorised-firms](http://fca.org.uk/consumers/protect-yourself/unauthorised-firms)