

Welcome to our Annual Report and Financial Statements for the year ended 31 March 2017

As the UK's largest listed water company, we help life flow smoothly for around seven million people and 200,000 businesses in the North West by providing them with clean, fresh water every day.

We take away and treat the North West's wastewater, helping to keep our rivers and beaches clean.

Across our region, we are investing to make our network more resilient to the effects of climate change and to continue to improve drinking water quality.

We want to ensure that our customers can rely on us for a great service, and that the investment we are making to deliver this gives a boost to the North West's economy, supporting thousands of jobs, and securing a legacy for the future.

Our vision is to be the best UK water and wastewater company, providing great service to our customers.



Read more information on [How we create value](#) on page 12



You can read more in our online Annual Report at unitedutilities.com/corporate where we maintain a wide range of information of interest to institutional and private investors including:

- › latest news and press releases;
- › reports and publications; and
- › corporate responsibility content.

Front cover: We have adopted an innovative systems-based approach to our regional water system and wastewater drainage areas which we call Systems Thinking. You can read more about this on page 30 or watch our short video on the home page of unitedutilities.annualreport2017.com