

About this report

This report provides an annual overview of our performance against our Corporate Responsibility Policy, highlighting some of the issues we face. These include:

- The impact of climate change and how we are responding
- How we are supporting customers and our suppliers in challenging economic times
- How we are looking to build skills for the future.

Taking a balanced approach between medium and longer-term benefits in pursuing our corporate responsibility strategy means that in the current difficult economic circumstances, we will continue to have regard to ensuring our services are meeting the needs of our customers, including addressing the issues of affordability and to contributing to the communities we serve. We've also taken into account the views and feedback of our stakeholders in developing this report and had it independently assured.

This year, in line with our strategy to reduce our carbon footprint, we have produced our Corporate Responsibility Report exclusively online. This reduces the environmental impact of producing large numbers of paper copies and allows us to restructure our approach, including more information than in previous years. This report aligns with our Annual Report, which is available to view at www.unitedutilities.com/annualreport2009.

Your views and feedback matter to us – it is important that this report provides you with information of interest to you so we would like to know what you think and would be grateful for your comments.