

Dear Shareholder

Thank you for electing to receive electronic shareholder communications and helping United Utilities to communicate in an environmentally sustainable way.

This email is to notify you that the United Utilities Group PLC Annual Report and Financial Statements is now available at <http://annualreport2012.unitedutilities.com/>

The company's annual general meeting will be held at 11.00am on Friday 27 July 2012 at the Midland Hotel, Peter Street, Manchester M2 3NQ. The notice of annual general meeting and a specimen proxy form are available at <http://corporate.unitedutilities.com/annual-general-meeting.aspx>

As you have elected to receive electronic shareholder communications from United Utilities, you will not receive a proxy form for the annual general meeting through the post. Instead, you should send us your proxy voting instructions electronically. Simply go to www.shareview.co.uk, log on to your portfolio using your usual User ID and PIN number, click on the link to vote under your United Utilities Group PLC holding details. For assistance with the Shareview website, please call Equiniti on 0871 384 2041. Calls to this number are charged at 8p per minute from a BT landline. Other telephony provider costs may vary. Lines are open 8.30 am to 5.30 pm Monday to Friday. Overseas shareholders should telephone +44 121 415 7048.

Please remember that, to be valid, Equiniti must receive your proxy instructions no later than 11.00am on 25 July 2012.

The proxy form online is a specimen only and cannot be used, either electronically or in paper form. To submit your proxy voting instructions you must use the Shareview website as described above.

You can elect at any time to receive future reports in paper form by indicating your preference at www.shareview.co.uk. If you decide you would like a paper copy of the current Annual Report and Financial Statements, please write to Company Secretariat at the registered office (telephone: 01925 237000; email: Secretariat@uuplc.co.uk).

Yours sincerely,
Simon Gardiner
Company secretary

United Utilities Group PLC
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Please note that no-reply@email.equiniti.com is a no response mailbox.
For details on how to contact Equiniti, please go to www.shareview.co.uk