

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 which is a website provided by our registrar, Equiniti.

Log on to 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.

You can view or download the full annual report and financial statements from unitedutilities.com/corporate.

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

Live broadcast – If you would like to observe the live broadcast of the meeting, this can be done by accessing the following AGM website <https://web.lumiagm.com>. You will need the following: meeting ID 125-883-286, your shareholder reference number (SRN), and PIN. Your PIN is the first two and last two digits of your SRN. Instructions can be found in the notice of meeting.

How to fill in the proxy form – Whether or not you can attend the annual general meeting, we recommend that you appoint the chairman of the meeting, or another person of your choice, as your proxy, to attend and vote on your shares in accordance with your instructions. To appoint someone other than the chairman, you should cross out the words 'the chairman of the meeting' and write in the name and address of the person you want to appoint as your proxy. A proxy need not be a shareholder. A proxy is entitled to exercise all or any of a shareholder's rights to attend, speak and vote at the meeting.

Voting less than your entitlement – Please enter in the box the number of shares you are authorising the proxy to vote. If left blank, your proxy will be deemed to be authorised in respect of your full entitlement.

Multiple proxies – If you want to appoint more than one proxy please tick the 'multiple proxies' box. Additional proxy forms may be obtained by contacting the company's registrar, Equiniti, on **0371 384 2041** or you may photocopy this form. Please indicate in the box next to the proxy holder's name the number of shares in relation to which they are authorised to act as your proxy and return all proxy forms in the same envelope to the address shown overleaf. (Lines are open 8.30 am to 5.30 pm, Monday to Friday excluding public holidays in England and Wales.) Overseas shareholders should contact Equiniti on +44 (0) 121 415 7048.

Recording your votes – Please mark the appropriate box overleaf 'for', 'against' or 'withheld' for each resolution in black ink like this: Your proxy will have discretion to vote on any resolution where you have not given a specific instruction how to vote or on any other business which may properly come before the meeting. A 'withheld' vote is not a vote in law and will not be counted in the proportion of shares for or against any resolution.

Please sign and date the form, initial any alterations, tear it off and post it (postage paid) or take a photograph of your completed form and email it to proxyvotes@equiniti.com.

Deadline for submission – To be valid, your proxy instructions must be received no later than 11.00 am on Wednesday 21 July 2021. Details of the resolutions are set out in the notice calling the meeting. You can submit your proxy instructions electronically at sharevote.co.uk. To do this, you will need your voting reference numbers (the three numbers quoted overleaf). CREST members can use the CREST electronic proxy voting service.

Voting by poll – Voting on all substantive resolutions will take place by poll. On a poll, holders of ordinary shares shall have one vote for every share held. If, having submitted a proxy form, you attend the meeting in person, a further poll card will need to be completed if you wish to change your voting instructions. If the form is signed by someone else on your behalf, evidence of their authority to sign the form must be sent with the form.

Joint holders – In the case of joint holders, only one need sign the form. In the case of a corporation, the form must be signed as a deed or be appropriately signed by a duly authorised official or officials whose capacity should be stated. The appropriate power of attorney or other authority should be sent with the form.

Dividends paid direct to your bank account

Make life easy and have your dividends paid straight into your bank account

- 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; and
- It's cost effective for your company.

To take advantage of this method of payment, please contact our registrar, Equiniti, via the contact details below, log on to shareview.co.uk or, alternatively, complete the dividend mandate form that you will receive with your next dividend cheque.

If you choose to have your dividend paid directly into your bank account you will 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 would like to receive a tax voucher with each dividend payment, please contact our registrar, Equiniti.

Please detach and return proxy by post

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Spencer Road
LANCING
BN99 6GQ

Business Reply Plus
Licence Number
RRHE - UBTG - ZSRS


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