

# Cambridge Water plc

## Water supply arrangements

Company assets		Water supplied	
Number of treatment works	23	Water supplied (MI/day)	84,807,000
Number of service reservoirs	33	Percentage from surface sources	0%
Number of water supply zones	8	Percentage from ground sources	100%
Length of mains pipe (km)	2,388 km	Percentage from mixed sources	0%
Population served		Area of supply	
Population supplied	339,990	Cambridge, Huntingdonshire	
Number of local authorities	3		

## Drinking water quality summary data

	Company figure			Industry average
	2015	2016	2017	2017
<b>Overall drinking water quality*</b>	99.93%	100%	99.86%	99.96%
<b>Water treatment</b>				
Process control index	100%	100%	100%	99.99%
Disinfection index	>99.99%	99.93%	99.97%	99.99%
<b>Distribution systems</b>				
Distribution maintenance index	100%	100%	100%	99.93%
Reservoir integrity index	99.93%	100%	99.96%	99.96%
<b>Building water systems</b>				
Parameters influenced by domestic water systems	99.7%	99.95%	99.40%	99.84%

## Consumer contacts

	Company figure			Industry average
	2015	2016	2017	2017
<b>Informing consumers</b>				
Total number	135	202	237	1,791
Rate per 1,000 population	0.41	0.60	0.70	0.50
<b>Acceptability of water to consumers</b>				
Total number	251	280	332	3,125
Rate per 1,000 population	0.75	0.83	0.98	1.31
<b>Complaints to the Drinking Water Inspectorate</b>				
No consumers of Cambridge Water plc directly contacted DWI in 2017.				

Note: Summary results for each company of tests for individual parameters are supplied on the DWI website at <http://www.dwi.gov.uk>

\* Overall drinking water quality as represented by mean zonal compliance for 39 parameters.