

Affinity Water

Water supply arrangements

Company assets		Water supplied	
Number of treatment works	102	Water supplied (MI/day)	913
Number of service reservoirs	152	Percentage from surface sources	13
Number of water supply zones	84	Percentage from ground sources	67
Length of mains pipe (km)	16,568	Percentage from mixed sources	20
Population served		Area of supply	
Population supplied	3,628,000	Hertfordshire, Bedfordshire, Essex, Buckinghamshire, Berkshire, Kent, Surrey and 9 London boroughs	
Number of local authorities	41		

Drinking water quality summary data

	Company figure			Industry average
	2013	2014	2015	2015
Overall drinking water quality*	99.99%	99.97%	99.99%	99.96%
Water treatment				
Process control index	>99.99%	>99.99%	99.99%	99.99%
Disinfection index	99.98%	>99.99%	99.99%	99.97%
Distribution systems				
Distribution maintenance index	99.98%	99.96%	99.99%	99.91%
Reservoir integrity index	99.97%	99.98%	99.97%	99.96%
Building water systems				
Parameters influenced by domestic water systems	99.97%	99.88%	99.94%	99.85%

Consumer contacts

	Company figure			Industry average
	2013	2014	2015	2015
Informing consumers				
Total number	1697	1619	1464	N/A
Rate per 1,000 population	0.48	0.46	0.40	4.45
Acceptability of water to consumers				
Total number	3,783	3,743	3,552	N/A
Rate per 1,000 population	1.08	1.07	0.98	1.64
Complaints to the Drinking Water Inspectorate				
No consumers of Affinity Water directly contacted DWI in 2015.				

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.

Albion Water

Water supply arrangements

Company assets		Water supplied	
Number of treatment works	N/A	Water supplied (MI/day)	0.25
Number of service reservoirs	N/A	Percentage from surface sources	14
Number of water supply zones	2	Percentage from ground sources	86
Length of mains pipe (km)	7.25	Percentage from mixed sources	0
Population served		Area of supply	
Population supplied	1,680	Flintshire	
Number of local authorities	2		

Drinking water quality summary data

	Company figure			Industry average
	2013	2014	2015	2015
Overall drinking water quality*	100%	99.64%	100%	99.96%
Water treatment				
Process control index	N/A	N/A	N/A	99.99%
Disinfection index	N/A	N/A	N/A	99.97%
Distribution systems				
Distribution maintenance index	100%	100%	100%	99.91%
Reservoir integrity index	N/A	N/A	N/A	99.96%
Building water systems				
Parameters influenced by domestic water systems	100%	98.61%	100%	99.85%

Consumer contacts

	Company figure			Industry average
	2013	2014	2015	2015
Informing consumers				
Total number	0	2	2	N/A
Rate per 1,000 population	0	1.47	1.19	4.45
Acceptability of water to consumers				
Total number	0	6	4	N/A
Rate per 1,000 population	0	4.41	2.38	1.64
Complaints to the Drinking Water Inspectorate				
No consumers of Albion Water Limited directly contacted DWI in 2015.				

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.

Anglian Water

Water supply arrangements

Company assets		Water supplied	
Number of treatment works	141	Water supplied (MI/day)	1,074
Number of service reservoirs	322	Percentage from surface sources	44
Number of water supply zones	162	Percentage from ground sources	40
Length of mains pipe (km)	37,492	Percentage from mixed sources	16
Population served		Area of supply	
Population supplied	4,444,170	Bedfordshire, Buckinghamshire, Cambridgeshire, Essex, Leicestershire, Lincolnshire, Norfolk, Northamptonshire, Nottinghamshire, Suffolk	
Number of local authorities	45		

Drinking water quality summary data

	Company figure			Industry average
	2013	2014	2015	2015
Overall drinking water quality*	99.96%	99.95%	99.97%	99.96%
Water treatment				
Process control index	100%	100%	100%	99.99%
Disinfection index	>99.99%	99.99%	99.98%	99.97%
Distribution systems				
Distribution maintenance index	99.94%	99.95%	99.95%	99.91%
Reservoir integrity index	99.98%	99.97%	99.96%	99.96%
Building water systems				
Parameters influenced by domestic water systems	99.89%	99.82%	99.90%	99.85%

Consumer contacts

	Company figure			Industry average
	2013	2014	2015	2015
Informing consumers				
Total number	2,106	1,656	1,469	N/A
Rate per 1,000 population	0.49	0.38	0.33	4.45
Acceptability of water to consumers				
Total number	6,466	6,074	5,902	N/A
Rate per 1,000 population	1.51	1.40	1.33	1.64

Complaints to the Drinking Water Inspectorate

A total of 3 consumers of Anglian Water Services Ltd directly contacted DWI in 2015.

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.

Bristol Water

Water supply arrangements

Company assets		Water supplied	
Number of treatment works	17	Water supplied (MI/day)	333
Number of service reservoirs	168	Percentage from surface sources	82
Number of water supply zones	27	Percentage from ground sources	12.5
Length of mains pipe (km)	6,763	Percentage from mixed sources	5.5
Population served		Area of supply	
Population supplied	1,259,000	Gloucestershire, Wiltshire, Bristol, Somerset	
Number of local authorities	9		

Drinking water quality summary data

	Company figure			Industry average
	2013	2014	2015	2015
Overall drinking water quality*	99.97%	99.92%	99.93%	99.96%
Water treatment				
Process control index	99.93%	99.99%	99.99%	99.99%
Disinfection index	99.99%	99.99%	99.99%	99.97%
Distribution systems				
Distribution maintenance index	99.79%	99.78%	99.83%	99.91%
Reservoir integrity index	99.99%	99.98%	99.98%	99.96%
Building water systems				
Parameters influenced by domestic water systems	99.96%	99.76%	99.79%	99.85%

Consumer contacts

	Company figure			Industry average
	2013	2014	2015	2015
Informing consumers				
Total number	867	850	756	N/A
Rate per 1,000 population	0.70	0.68	0.60	4.45
Acceptability of water to consumers				
Total number	2,320	2,660	2,427	N/A
Rate per 1,000 population	1.87	2.13	1.93	1.64

Complaints to the Drinking Water Inspectorate

A total of 1 consumer of Bristol Water plc directly contacted DWI in 2015.

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.

Cambridge Water

Water supply arrangements

Company assets		Water supplied	
Number of treatment works	23	Water supplied (MI/day)	76
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)	2,368	Percentage from mixed sources	0
Population served		Area of supply	
Population supplied	333,210	Cambridge, Huntingdonshire	
Number of local authorities	3		

Drinking water quality summary data

	Company figure			Industry average
	2013	2014	2015	2015
Overall drinking water quality*	100%	100%	99.93%	99.96%
Water treatment				
Process control index	100%	100%	100%	99.99%
Disinfection index	99.80%	99.98%	>99.99%	99.97%
Distribution systems				
Distribution maintenance index	100%	100%	100%	99.91%
Reservoir integrity index	99.97%	99.94%	99.93%	99.96%
Building water systems				
Parameters influenced by domestic water systems	99.98%	99.99%	99.70%	99.85%

Consumer contacts

	Company figure			Industry average
	2013	2014	2015	2015
Informing consumers				
Total number	187	219	135	N/A
Rate per 1,000 population	0.60	0.66	0.41	4.45
Acceptability of water to consumers				
Total number	346	278	251	N/A
Rate per 1,000 population	1.11	0.83	0.75	1.64
Complaints to the Drinking Water Inspectorate				
No consumers of Cambridge Water plc directly contacted DWI in 2015.				

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.

Cholderton and District Water

Water supply arrangements

Company assets		Water supplied	
Number of treatment works	2	Water supplied (MI/day)	0.67
Number of service reservoirs	1	Percentage from surface sources	0
Number of water supply zones	1	Percentage from ground sources	100
Length of mains pipe (km)	40	Percentage from mixed sources	0
Population served		Area of supply	
Population supplied	2,045	Small parts of Wiltshire and Hampshire	
Number of local authorities	2		

Drinking water quality summary data

	Company figure			Industry average
	2013	2014	2015	2015
Overall drinking water quality*	100%	100%	100%	99.96%
Water treatment				
Process control index	100%	100%	100%	99.99%
Disinfection index	100%	100%	100%	99.97%
Distribution systems				
Distribution maintenance index	100%	100%	100%	99.91%
Reservoir integrity index	100%	100%	100%	99.96%
Building water systems				
Parameters influenced by domestic water systems	100%	100%	100%	99.85%

Consumer contacts

	Company figure			Industry average
	2013	2014	2015	2015
Informing consumers				
Total number	0	0	1	N/A
Rate per 1,000 population	0	0	0.49	4.45
Acceptability of water to consumers				
Total number	1	0	0	N/A
Rate per 1,000 population	0.5	0	0	1.64
Complaints to the Drinking Water Inspectorate				
No consumers of Cholderton and District Water Company Ltd directly contacted DWI in 2015.				

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.

Dee Valley Water

Water supply arrangements

Company assets		Water supplied	
Number of treatment works	6	Water supplied (MI/day)	66
Number of service reservoirs	30	Percentage from surface sources	94.5
Number of water supply zones	78	Percentage from ground sources	5.5
Length of mains pipe (km)	1,986	Percentage from mixed sources	0
Population served		Area of supply	
Population supplied	267,000	Cheshire, Flintshire, Denbighshire and Wrexham	
Number of local authorities	4		

Drinking water quality summary data

	Company figure			Industry average
	2013	2014	2015	2015
Overall drinking water quality*	99.93%	99.88%	99.95%	99.96%
Water treatment				
Process control index	100%	99.98%	100%	99.99%
Disinfection index	99.90%	99.84%	99.93%	99.97%
Distribution systems				
Distribution maintenance index	100%	98.97%	100%	99.91%
Reservoir integrity index	99.90%	99.91%	99.97%	99.96%
Building water systems				
Parameters influenced by domestic water systems	99.65%	99.69%	99.70%	99.85%

Consumer contacts

	Company figure			Industry average
	2013	2014	2015	2015
Informing consumers				
Total number	107	163	184	N/A
Rate per 1,000 population	0.41	0.62	0.70	4.45
Acceptability of water to consumers				
Total number	1,671	975	713	N/A
Rate per 1,000 population	6.37	3.71	2.72	1.64
Complaints to the Drinking Water Inspectorate				
No consumers of Dee Valley Water plc directly contacted DWI in 2015.				

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.

Dŵr Cymru Welsh Water

Water supply arrangements

Company assets		Water supplied	
Number of treatment works	65	Water supplied (Ml/day)	812
Number of service reservoirs	369	Percentage from surface sources	98
Number of water supply zones	78	Percentage from ground sources	2
Length of mains pipe (km)	31,328	Percentage from mixed sources	0
Population served		Area of supply	
Population supplied	3,079,000	Conwy, Anglesey, Blaenau Gwent, Bridgend, Gwynedd, Caerphilly, Cardiff, Cardiganshire, Carmarthenshire, Denbighshire, Flintshire, Merthyr Tydfil, Monmouthshire, Neath and Port Talbot, Newport, Pembrokeshire, Powys, Rhondda Cynon Taff, Swansea, Torfaen, Vale of Glamorgan, part of Herefordshire	
Number of local authorities	23		

Drinking water quality summary data

	Company figure			Industry average
	2013	2014	2015	2015
Overall drinking water quality*	99.97%	99.94%	99.96%	99.96%
Water treatment				
Process control index	99.99%	99.92%	100%	99.99%
Disinfection index	99.99%	100%	99.97%	99.97%
Distribution systems				
Distribution maintenance index	99.80%	99.75%	99.82%	99.91%
Reservoir integrity index	99.95%	99.98%	99.98%	99.96%
Building water systems				
Parameters influenced by domestic water systems	99.97%	99.88%	99.85%	99.85%

Consumer contacts

	Company figure			Industry average
	2013	2014	2015	2015
Informing consumers				
Total number	966	867	816	N/A
Rate per 1,000 population	0.33	0.28	0.27	4.45
Acceptability of water to consumers				
Total number	11,553	10,843	9,964	N/A
Rate per 1,000 population	3.92	3.53	3.29	1.64

Complaints to the Drinking Water Inspectorate

A total of 3 consumers of Dŵr Cymru Welsh Water directly contacted DWI in 2015.

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.

Essex and Suffolk Water

Water supply arrangements

Company assets		Water supplied	
Number of treatment works	24	Water supplied (MI/day)	437
Number of service reservoirs	100	Percentage from surface sources	83
Number of water supply zones	44	Percentage from ground sources	6
Length of mains pipe (km)	8,643	Percentage from mixed sources	11
Population served		Area of supply	
Population supplied	1,835,000	Essex, Suffolk, Norfolk, London Borough of Barking and Dagenham, London Borough of Redbridge, London Borough of Havering	
Number of local authorities	17		

Drinking water quality summary data

	Company figure			Industry average
	2013	2014	2015	2015
Overall drinking water quality*	99.91%	99.94%	99.97%	99.96%
Water treatment				
Process control index	100%	100%	100%	99.99%
Disinfection index	99.99%	99.95%	99.97%	99.97%
Distribution systems				
Distribution maintenance index	99.97%	99.94%	100%	99.91%
Reservoir integrity index	99.96%	99.96%	99.98%	99.96%
Building water systems				
Parameters influenced by domestic water systems	99.72%	99.79%	99.82%	99.85%

Consumer contacts

	Company figure			Industry average
	2013	2014	2015	2015
Informing consumers				
Total number	501	605	759	N/A
Rate per 1,000 population	0.28	0.33	0.41	4.45
Acceptability of water to consumers				
Total number	1,624	1,181	1,317	N/A
Rate per 1,000 population	0.90	0.64	0.72	1.64
Complaints to the Drinking Water Inspectorate				
No consumers of Essex and Suffolk Water directly contacted DWI in 2015.				

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.

Hartlepool Water

Water supply arrangements

Company assets		Water supplied	
Number of treatment works	2	Water supplied (MI/day)	32
Number of service reservoirs	6	Percentage from surface sources	0
Number of water supply zones	2	Percentage from ground sources	100
Length of mains pipe (km)	603	Percentage from mixed sources	0
Population served		Area of supply	
Population supplied	90,000	Hartlepool and surrounding area	
Number of local authorities	2		

Drinking water quality summary data

	Company figure			Industry average
	2013	2014	2015	2015
Overall drinking water quality*	100%	100%	99.81%	99.96%
Water treatment				
Process control index	100%	100%	99.11%	99.99%
Disinfection index	99.79%	99.89%	100%	99.97%
Distribution systems				
Distribution maintenance index	100%	100%	100%	99.91%
Reservoir integrity index	100%	100%	100%	99.96%
Building water systems				
Parameters influenced by domestic water systems	99.94%	100%	99.90%	99.85%

Consumer contacts

	Company figure			Industry average
	2013	2014	2015	2015
Informing consumers				
Total number	18	16	8	N/A
Rate per 1,000 population	0.20	0.18	0.09	4.45
Acceptability of water to consumers				
Total number	290	492	371	N/A
Rate per 1,000 population	3.24	5.49	4.16	1.64
Complaints to the Drinking Water Inspectorate				
No consumers of Hartlepool Water plc directly contacted DWI in 2015.				

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.

Independent Water Networks

Water supply arrangements

Company assets		Water supplied	
Number of treatment works	N/A	Water supplied (MI/day)	1.5
Number of service reservoirs	N/A	Percentage from surface sources	57
Number of water supply zones	7	Percentage from ground sources	43
Length of mains pipe (km)	65	Percentage from mixed sources	0
Population served		Area of supply	
Population supplied	10,900	Priors Hall and Long Croft Road, Corby, Great Billing Way, Northampton, Brooklands, Milton Keynes, Kings Cross, London, The Bridge, Dartford	
Number of local authorities	11		

Drinking water quality summary data

	Company figure			Industry average
	2013	2014	2015	2015
Overall drinking water quality*	99.96%	99.76%	99.80%	99.96%
Water treatment				
Process control index	N/A	N/A	100%	99.99%
Disinfection index	N/A	N/A	N/A	99.97%
Distribution systems				
Distribution maintenance index	100%	100%	100%	99.91%
Reservoir integrity index	N/A	N/A	N/A	99.96%
Building water systems				
Parameters influenced by domestic water systems	100%	99.07%	99.21%	99.85%

Consumer contacts

	Company figure			Industry average
	2013	2014	2015	2015
Informing consumers				
Total number	0	2	0	N/A
Rate per 1,000 population	0	0.24	0	4.45
Acceptability of water to consumers				
Total number	0	7	11	N/A
Rate per 1,000 population	0	0.83	0.99	1.64
Complaints to the Drinking Water Inspectorate				
No consumers of Independent Water Networks Ltd directly contacted DWI in 2015.				

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.

Northumbrian Water

Water supply arrangements

Company assets		Water supplied	
Number of treatment works	35	Water supplied (MI/day)	691
Number of service reservoirs	306	Percentage from surface sources	81
Number of water supply zones	65	Percentage from ground sources	6
Length of mains pipe (km)	17,000	Percentage from mixed sources	13
Population served		Area of supply	
Population supplied	2,509,000	Northumberland (Northumberland County Council) (large part) County Durham (Durham County Council) (large part) North Yorkshire (North Yorkshire County Council) (part) Cumbria (Cumbria County Council) (very small part)	
Number of local authorities	26		

Drinking water quality summary data

	Company figure			Industry average
	2013	2014	2015	2015
Overall drinking water quality*	99.95%	99.95%	99.95%	99.96%
Water treatment				
Process control index	100%	99.99%	100%	99.99%
Disinfection index	99.88%	99.98%	99.69%	99.97%
Distribution systems				
Distribution maintenance index	99.80%	99.76%	99.78%	99.91%
Reservoir integrity index	99.98%	99.98%	99.98%	99.96%
Building water systems				
Parameters influenced by domestic water systems	99.91%	99.85%	99.86%	99.85%

Consumer contacts

	Company figure			Industry average
	2013	2014	2015	2015
Informing consumers				
Total number	631	627	741	N/A
Rate per 1,000 population	0.25	0.27	0.29	4.45
Acceptability of water to consumers				
Total number	6,485	6,008	4,906	N/A
Rate per 1,000 population	2.57	2.38	1.95	1.64
Complaints to the Drinking Water Inspectorate				
No consumers of Northumbrian Water Ltd directly contacted DWI in 2015.				

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.

Peel Water Networks

Water supply arrangements

Company assets		Water supplied	
Number of treatment works	N/A	Water supplied (MI/day)	0.33
Number of service reservoirs	N/A	Percentage from surface sources	100
Number of water supply zones	1	Percentage from ground sources	0
Length of mains pipe (km)	1.2	Percentage from mixed sources	0
Population served		Area of supply	
Population supplied	6,500	Media City, Salford	
Number of local authorities	1		

Drinking water quality summary data

	Company figure			Industry average
	2013	2014	2015	2015
Overall drinking water quality*	100%	100%	100%	99.96%
Water treatment				
Process control index	N/A	N/A	N/A	99.99%
Disinfection index	N/A	N/A	N/A	99.97%
Distribution systems				
Distribution maintenance index	100%	100%	100%	99.91%
Reservoir integrity index	N/A	N/A	N/A	99.96%
Building water systems				
Parameters influenced by domestic water systems	100%	100%	100%	99.85%

Consumer contacts

	Company figure			Industry average
	2013	2014	2015	2015
Informing consumers				
Total number	0	0	0	N/A
Rate per 1,000 population	0	0	0	4.45
Acceptability of water to consumers				
Total number	0	0	0	N/A
Rate per 1,000 population	0	0	0	1.64
Complaints to the Drinking Water Inspectorate				
No consumers of Peel Water Networks directly contacted DWI in 2015.				

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.

Portsmouth Water

Water supply arrangements

Company assets		Water supplied	
Number of treatment works	19	Water supplied (MI/day)	170
Number of service reservoirs	32	Percentage from surface sources	39
Number of water supply zones	13	Percentage from ground sources	61
Length of mains pipe (km)	3,297	Percentage from mixed sources	0
Population served		Area of supply	
Population supplied	698,000	Hampshire, West Sussex	
Number of local authorities	9		

Drinking water quality summary data

	Company figure			Industry average
	2013	2014	2015	2015
Overall drinking water quality*	99.97%	99.97%	99.94%	99.96%
Water treatment				
Process control index	100%	100%	100%	99.99%
Disinfection index	100%	100%	100%	99.97%
Distribution systems				
Distribution maintenance index	99.97%	100%	100%	99.91%
Reservoir integrity index	99.90%	99.94%	100%	99.96%
Building water systems				
Parameters influenced by domestic water systems	99.87%	99.85%	99.76%	99.85%

Consumer contacts

	Company figure			Industry average
	2013	2014	2015	2015
Informing consumers				
Total number	341	400	495	N/A
Rate per 1,000 population	0.48	0.58	0.71	4.45
Acceptability of water to consumers				
Total number	307	583	398	N/A
Rate per 1,000 population	0.43	0.84	0.57	1.64
Complaints to the Drinking Water Inspectorate				
No consumers of Portsmouth Water Ltd directly contacted DWI in 2015.				

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.

Bournemouth Water

Water supply arrangements

Company assets		Water supplied	
Number of treatment works	2	Water supplied (MI/day)	145
Number of service reservoirs	20	Percentage from surface sources	85
Number of water supply zones	10	Percentage from ground sources	15
Length of mains pipe (km)	2,835	Percentage from mixed sources	0
Population served		Area of supply	
Population supplied	432,000	Parts of Dorset, Hampshire and Wiltshire	
Number of local authorities	6		

Drinking water quality summary data

	Company figure			Industry average
	2013	2014	2015	2015
Overall drinking water quality*	99.96%	>99.99%	100%	99.96%
Water treatment				
Process control index	100%	100%	100%	99.99%
Disinfection index	99.94%	99.95%	100%	99.97%
Distribution systems				
Distribution maintenance index	100%	99.94%	100%	99.91%
Reservoir integrity index	100%	99.95%	99.91%	99.96%
Building water systems				
Parameters influenced by domestic water systems	99.83%	100%	>99.99%	99.85%

Consumer contacts

	Company figure			Industry average
	2013	2014	2015	2015
Informing consumers				
Total number	384	188	306	N/A
Rate per 1,000 population	0.89	0.44	0.71	4.45
Acceptability of water to consumers				
Total number	439	250	362	N/A
Rate per 1,000 population	1.02	0.59	0.84	1.64
Complaints to the Drinking Water Inspectorate				
No consumers of Sembcorp Bournemouth Water Ltd directly contacted DWI in 2015.				

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.

Severn Trent

Water supply arrangements

Company assets		Water supplied	
Number of treatment works	135	Water supplied (MI/day)	1,901
Number of service reservoirs	534	Percentage from surface sources	54
Number of water supply zones	192	Percentage from ground sources	43
Length of mains pipe (km)	46,343	Percentage from mixed sources	3
Population served		Area of supply	
Population supplied	7,552,000	Derbyshire, Nottinghamshire, Leicestershire, Warwickshire, Gloucestershire, Worcestershire, Shropshire, Staffordshire, West Midlands, Powys	
Number of local authorities	70		

Drinking water quality summary data

	Company figure			Industry average
	2013	2014	2015	2015
Overall drinking water quality*	99.97%	99.94%	99.96%	99.96%
Water treatment				
Process control index	100%	100%	>99.99%	99.99%
Disinfection index	99.98%	99.94%	99.98%	99.97%
Distribution systems				
Distribution maintenance index	99.91%	99.88%	99.90%	99.91%
Reservoir integrity index	99.97%	99.96%	99.96%	99.96%
Building water systems				
Parameters influenced by domestic water systems	99.86%	99.73%	99.83%	99.85%

Consumer contacts

	Company figure			Industry average
	2013	2014	2015	2015
Informing consumers				
Total number	1,325	1,727	2,293	N/A
Rate per 1,000 population	0.18	0.22	0.30	4.45
Acceptability of water to consumers				
Total number	14,052	14,936	14,680	N/A
Rate per 1,000 population	1.86	1.92	1.95	1.64

Complaints to the Drinking Water Inspectorate

A total of 9 consumers of Severn Trent plc directly contacted DWI in 2015.

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.

South East Water

Water supply arrangements

Company assets		Water supplied	
Number of treatment works	96	Water supplied (MI/day)	534
Number of service reservoirs	247	Percentage from surface sources	21
Number of water supply zones	72	Percentage from ground sources	73
Length of mains pipe (km)	14,500	Percentage from mixed sources	6
Population served		Area of supply	
Population supplied	2,151,000	Parts of West Sussex, East Sussex, Kent, Hampshire, Berkshire and Surrey	
Number of local authorities	30		

Drinking water quality summary data

	Company figure			Industry average
	2013	2014	2015	2015
Overall drinking water quality*	99.97%	99.96%	99.96%	99.96%
Water treatment				
Process control index	100%	100%	100%	99.99%
Disinfection index	99.96%	99.97%	99.98%	99.97%
Distribution systems				
Distribution maintenance index	99.74%	99.75%	99.76%	99.91%
Reservoir integrity index	99.97%	99.96%	99.92%	99.96%
Building water systems				
Parameters influenced by domestic water systems	99.92%	99.86%	99.91%	99.85%

Consumer contacts

	Company figure			Industry average
	2013	2014	2015	2015
Informing consumers				
Total number	1,582	897	899	N/A
Rate per 1,000 population	0.78	0.42	0.42	4.45
Acceptability of water to consumers				
Total number	5,023	5,012	4,609	N/A
Rate per 1,000 population	2.47	2.37	2.18	1.64
Complaints to the Drinking Water Inspectorate				
A total of 3 consumers of South East Water Ltd directly contacted DWI in 2015.				

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.

South Staffordshire Water

Water supply arrangements

Company assets		Water supplied	
Number of treatment works	20	Water supplied (MI/day)	321
Number of service reservoirs	35	Percentage from surface sources	49
Number of water supply zones	19	Percentage from ground sources	41
Length of mains pipe (km)	6,007	Percentage from mixed sources	10
Population served		Area of supply	
Population supplied	1,289,000	Staffordshire and parts of Worcestershire, Shropshire, Derbyshire and Leicestershire	
Number of local authorities	12		

Drinking water quality summary data

	Company figure			Industry average
	2013	2014	2015	2015
Overall drinking water quality*	99.95%	99.98%	99.87%	99.96%
Water treatment				
Process control index	99.97%	99.99%	99.95%	99.99%
Disinfection index	99.97%	99.99%	99.99%	99.97%
Distribution systems				
Distribution maintenance index	99.93%	99.96%	99.97%	99.91%
Reservoir integrity index	100%	99.71%	100%	99.96%
Building water systems				
Parameters influenced by domestic water systems	99.90%	99.93%	99.61%	99.85%

Consumer contacts

	Company figure			Industry average
	2013	2014	2015	2015
Informing consumers				
Total number	378	300	283	N/A
Rate per 1,000 population	0.28	0.23	0.22	4.45
Acceptability of water to consumers				
Total number	2,679	2,254	2,925	N/A
Rate per 1,000 population	2	1.74	2.27	1.64
Complaints to the Drinking Water Inspectorate				
A total of 6 consumers of South Staffordshire Water plc directly contacted DWI in 2015.				

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.

South West Water

Water supply arrangements

Company assets		Water supplied	
Number of treatment works	31	Water supplied (MI/day)	438
Number of service reservoirs	266	Percentage from surface sources	93
Number of water supply zones	32	Percentage from ground sources	6
Length of mains pipe (km)	15,000	Percentage from mixed sources	1
Population served		Area of supply	
Population supplied	1,701,000	Devon, Cornwall, Somerset (part), Dorset (part)	
Number of local authorities	17		

Drinking water quality summary data

	Company figure			Industry average
	2013	2014	2015	2015
Overall drinking water quality*	99.98%	99.96%	99.97%	99.96%
Water treatment				
Process control index	100%	100%	100%	99.99%
Disinfection index	99.97%	>99.99%	99.96%	99.97%
Distribution systems				
Distribution maintenance index	99.89%	99.90%	99.87%	99.91%
Reservoir integrity index	99.97%	99.97%	99.94%	99.96%
Building water systems				
Parameters influenced by domestic water systems	99.95%	99.88%	99.91%	99.85%

Consumer contacts

	Company figure			Industry average
	2013	2014	2015	2015
Informing consumers				
Total number	2,349	1,563	2,393	N/A
Rate per 1,000 population	1.43	0.92	1.41	4.45
Acceptability of water to consumers				
Total number	9,909	6,933	6,052	N/A
Rate per 1,000 population	6.03	4.10	3.56	1.64

Complaints to the Drinking Water Inspectorate

A total of 7 consumers of South West Water Ltd directly contacted DWI in 2015.

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.

Southern Water

Water supply arrangements

Company assets		Water supplied	
Number of treatment works	90	Water supplied (MI/day)	522
Number of service reservoirs	200	Percentage from surface sources	23
Number of water supply zones	74	Percentage from ground sources	59
Length of mains pipe (km)	19,793	Percentage from mixed sources	18
Population served		Area of supply	
Population supplied	2,474,000	Isle of Wight and parts of Kent, Sussex and Hampshire	
Number of local authorities	29		

Drinking water quality summary data

	Company figure			Industry average
	2013	2014	2015	2015
Overall drinking water quality*	99.94%	99.97%	99.98%	99.96%
Water treatment				
Process control index	99.96%	99.94%	100%	99.99%
Disinfection index	100%	99.98%	99.99%	99.97%
Distribution systems				
Distribution maintenance index	99.94%	99.96%	99.97%	99.91%
Reservoir integrity index	99.96%	99.95%	99.98%	99.96%
Building water systems				
Parameters influenced by domestic water systems	99.81%	99.99%	99.91%	99.85%

Consumer contacts

	Company figure			Industry average
	2013	2014	2015	2015
Informing consumers				
Total number	455	437	603	N/A
Rate per 1,000 population	0.19	0.18	0.24	4.45
Acceptability of water to consumers				
Total number	3,576	3,527	3,193	N/A
Rate per 1,000 population	1.48	1.42	1.29	1.64
Complaints to the Drinking Water Inspectorate				
A total of 3 consumers of Southern Water Services Ltd directly contacted DWI in 2015.				

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.

SSE Water

Water supply arrangements

Company assets		Water supplied	
Number of treatment works	N/A	Water supplied (MI/day)	2.70
Number of service reservoirs	N/A	Percentage from surface sources	53
Number of water supply zones	20	Percentage from ground sources	34
Length of mains pipe (km)	75	Percentage from mixed sources	13
Population served		Area of supply	
Population supplied	21,000	Old Sarum, near Salisbury; Hale Village, Tottenham; Graylingwell, Chichester; Bromley Common, Bromley; Kennet Island, Reading; Park Views, Epsom; Llanilid Park, South Wales; Kingsmere, Bicester; Great Western Park, Didcot; Barking Riverside, Barking; Farndon Road, Market Harborough	
Number of local authorities	22		

Drinking water quality summary data

	Company figure			Industry average
	2013	2014	2015	2015
Overall drinking water quality*	>99.99%	>99.99%	>99.99%	99.96%
Water treatment				
Process control index	N/A	N/A	N/A	99.99%
Disinfection index	N/A	N/A	N/A	99.97%
Distribution systems				
Distribution maintenance index	100%	100%	100%	99.91%
Reservoir integrity index	N/A	N/A	N/A	99.96%
Building water systems				
Parameters influenced by domestic water systems	99.88%	100%	100%	99.85%

Consumer contacts

	Company figure			Industry average
	2013	2014	2015	2015
Informing consumers				
Total number	1	6	15	N/A
Rate per 1,000 population	0.09	0.39	0.72	4.45
Acceptability of water to consumers				
Total number	6	4	10	N/A
Rate per 1,000 population	0.55	0.26	0.48	1.64
Complaints to the Drinking Water Inspectorate				
No consumers of SSE Water directly contacted DWI in 2015.				

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.

Sutton and East Surrey Water

Water supply arrangements

Company assets		Water supplied	
Number of treatment works	8	Water supplied (MI/day)	161
Number of service reservoirs	32	Percentage from surface sources	15
Number of water supply zones	20	Percentage from ground sources	85
Length of mains pipe (km)	3,466	Percentage from mixed sources	0
Population served		Area of supply	
Population supplied	670,436	Parts of Surrey, Sussex, Kent, London borough of Sutton, London borough of Croydon and London borough of Merton	
Number of local authorities	16		

Drinking water quality summary data

	Company figure			Industry average
	2013	2014	2015	2015
Overall drinking water quality*	99.96%	99.98%	99.95%	99.96%
Water treatment				
Process control index	100%	100%	100%	99.99%
Disinfection index	100%	100%	100%	99.97%
Distribution systems				
Distribution maintenance index	99.95%	100%	100%	99.91%
Reservoir integrity index	100%	100%	100%	99.96%
Building water systems				
Parameters influenced by domestic water systems	99.86%	99.92%	99.79%	99.85%

Consumer contacts

	Company figure			Industry average
	2013	2014	2015	2015
Informing consumers				
Total number	125	103	100	N/A
Rate per 1,000 population	0.19	0.16	0.15	4.45
Acceptability of water to consumers				
Total number	346	559	437	N/A
Rate per 1,000 population	0.53	0.85	0.65	1.64
Complaints to the Drinking Water Inspectorate				
No consumers of Sutton and East Surrey Water plc directly contacted DWI in 2015.				

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.

Thames Water

Water supply arrangements

Company assets		Water supplied	
Number of treatment works	115	Water supplied (MI/day)	2646
Number of service reservoirs	40	Percentage from surface sources	77
Number of water supply zones	251	Percentage from ground sources	23
Length of mains pipe (km)	31,147	Percentage from mixed sources	0
Population served		Area of supply	
Population supplied	9,438,000	Bedfordshire (part), Berkshire (part), Buckinghamshire (part), Essex (part), Gloucestershire (part), Hampshire (part), Hertfordshire, Kent (part), Inner London, Outer London (part), Oxfordshire, Surrey (part), West Sussex (part), Warwickshire (part), Wiltshire (part)	
Number of local authorities	65		

Drinking water quality summary data

	Company figure			Industry average
	2013	2014	2015	2015
Overall drinking water quality*	99.99%	99.96%	99.96%	99.96%
Water treatment				
Process control index	>99.99%	99.99%	>99.99%	99.99%
Disinfection index	99.95%	99.98%	99.98%	99.97%
Distribution systems				
Distribution maintenance index	99.97%	99.96%	99.92%	99.91%
Reservoir integrity index	99.93%	99.94%	99.92%	99.96%
Building water systems				
Parameters influenced by domestic water systems	99.94%	99.83%	99.82%	99.85%

Consumer contacts

	Company figure			Industry average
	2013	2014	2015	2015
Informing consumers				
Total number	193,851	233,197	234,277	N/A
Rate per 1,000 population	21.28	25.03	24.82	4.45
Acceptability of water to consumers				
Total number	5,422	5,318	6,021	N/A
Rate per 1,000 population	0.60	0.57	0.64	1.64

Complaints to the Drinking Water Inspectorate

A total of 5 consumers of Thames Water Utilities Ltd directly contacted DWI in 2015.

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.

United Utilities Water

Water supply arrangements

Company assets		Water supplied	
Number of treatment works	83	Water supplied (MI/day)	1723
Number of service reservoirs	359	Percentage from surface sources	84
Number of water supply zones	225	Percentage from ground sources	5
Length of mains pipe (km)	42,875	Percentage from mixed sources	11
Population served		Area of supply	
Population supplied	7,030,000	Cumbria, Lancashire, Merseyside, Greater Manchester and Cheshire	
Number of local authorities	48		

Drinking water quality summary data

	Company figure			Industry average
	2013	2014	2015	2015
Overall drinking water quality*	99.97%	99.95%	99.96%	99.96%
Water treatment				
Process control index	99.99%	>99.99%	99.98%	99.99%
Disinfection index	99.95%	99.98%	99.98%	99.97%
Distribution systems				
Distribution maintenance index	99.85%	99.93%	99.89%	99.91%
Reservoir integrity index	99.96%	99.98%	99.98%	99.96%
Building water systems				
Parameters influenced by domestic water systems	99.88%	99.81%	99.86%	99.85%

Consumer contacts

	Company figure			Industry average
	2013	2014	2015	2015
Informing consumers				
Total number	1,614	1,273	1,211	N/A
Rate per 1,000 population	0.23	0.18	0.17	4.45
Acceptability of water to consumers				
Total number	14,566	13,980	12,635	N/A
Rate per 1,000 population	2.10	1.99	1.8	1.64
Complaints to the Drinking Water Inspectorate				
A total of 4 consumers of United Utilities Water Ltd directly contacted DWI in 2015.				

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.

Veolia Water Projects

Water supply arrangements

Company assets		Water supplied	
Number of treatment works	2	Water supplied (MI/day)	5.5
Number of service reservoirs	8	Percentage from surface sources	0
Number of water supply zones	1	Percentage from ground sources	100
Length of mains pipe (km)	85	Percentage from mixed sources	0
Population served		Area of supply	
Population supplied	10,000	Tidworth, Wiltshire	
Number of local authorities	1		

Drinking water quality summary data

	Company figure			Industry average
	2013	2014	2015	2015
Overall drinking water quality*	100%	100%	100%	99.96%
Water treatment				
Process control index	100%	100%	100%	99.99%
Disinfection index	100%	99.84%	100%	99.97%
Distribution systems				
Distribution maintenance index	100%	100%	100%	99.91%
Reservoir integrity index	100%	100%	99.62%	99.96%
Building water systems				
Parameters influenced by domestic water systems	100%	100%	100%	99.85%

Consumer contacts

	Company figure			Industry average
	2013	2014	2015	2015
Informing consumers				
Total number	0	0	0	N/A
Rate per 1,000 population	0	0	0	4.45
Acceptability of water to consumers				
Total number	2	3	3	N/A
Rate per 1,000 population	0.24	0.30	0.36	1.64
Complaints to the Drinking Water Inspectorate				
No consumers of Veolia Water Projects Ltd directly contacted DWI in 2015.				

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.

Wessex Water Services

Water supply arrangements

Company assets		Water supplied	
Number of treatment works	89	Water supplied (MI/day)	336
Number of service reservoirs	317	Percentage from surface sources	27
Number of water supply zones	88	Percentage from ground sources	71
Length of mains pipe (km)	11,688	Percentage from mixed sources	2
Population served		Area of supply	
Population supplied	1,282,000	Large parts of Somerset, Dorset and Wiltshire, small areas of Gloucestershire and Devon	
Number of local authorities	15		

Drinking water quality summary data

	Company figure			Industry average
	2013	2014	2015	2015
Overall drinking water quality*	99.97%	99.97%	99.96%	99.96%
Water treatment				
Process control index	99.98%	100%	99.96%	99.99%
Disinfection index	99.89%	99.96%	100%	99.97%
Distribution systems				
Distribution maintenance index	99.91%	99.94%	99.98%	99.91%
Reservoir integrity index	99.96%	99.96%	99.97%	99.96%
Building water systems				
Parameters influenced by domestic water systems	99.90%	99.87%	99.86%	99.85%

Consumer contacts

	Company figure			Industry average
	2013	2014	2015	2015
Informing consumers				
Total number	1,296	1,464	1,364	N/A
Rate per 1,000 population	1.04	1.15	1.06	4.45
Acceptability of water to consumers				
Total number	2,893	3,006	2,431	N/A
Rate per 1,000 population	2.33	2.36	1.90	1.64
Complaints to the Drinking Water Inspectorate				
No consumers of Wessex Water Services Ltd directly contacted DWI in 2015.				

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.

Yorkshire Water

Water supply arrangements

Company assets		Water supplied	
Number of treatment works	63	Water supplied (MI/day)	1,255
Number of service reservoirs	346	Percentage from surface sources	80
Number of water supply zones	71	Percentage from ground sources	20
Length of mains pipe (km)	31,062	Percentage from mixed sources	0
Population served		Area of supply	
Population supplied	4,947,000	Yorkshire	
Number of local authorities	22		

Drinking water quality summary data

	Company figure			Industry average
	2013	2014	2015	2015
Overall drinking water quality*	99.98%	99.95%	99.95%	99.96%
Water treatment				
Process control index	100%	100%	99.99%	99.99%
Disinfection index	99.99%	99.97%	99.98%	99.97%
Distribution systems				
Distribution maintenance index	99.88%	99.81%	99.86%	99.91%
Reservoir integrity index	99.98%	99.98%	99.97%	99.96%
Building water systems				
Parameters influenced by domestic water systems	99.91%	99.79%	99.83%	99.85%

Consumer contacts

	Company figure			Industry average
	2013	2014	2015	2015
Informing consumers				
Total number	1,655	2,322	2,324	N/A
Rate per 1,000 population	0.35	0.49	0.5	4.45
Acceptability of water to consumers				
Total number	12,879	10,406	10,082	N/A
Rate per 1,000 population	2.74	2.22	2.15	1.64
Complaints to the Drinking Water Inspectorate				
A total of 3 consumers of Yorkshire Water Services Ltd directly contacted DWI in 2015.				

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.