

Albion Water Limited

Water supply arrangements

Company assets		Water supplied	
Number of treatment works	N/A	Water supplied (MI/day)	0.24
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)	6.5	Percentage from mixed sources	0
Population served		Area of supply	
Population supplied	1,300	Flintshire	
Number of local authorities	1		

Drinking water quality summary data

	Company figure			Industry average
	2012	2013	2014	2014
Overall drinking water quality*	100%	100%	99.64%	99.95%
Water treatment				
Process control index	N/A	N/A	N/A	99.99%
Disinfection index	N/A	N/A	N/A	99.98%
Distribution systems				
Distribution maintenance index	100%	100%	100%	99.89%
Reservoir integrity index	N/A	N/A	N/A	99.96%
Building water systems				
Parameters influenced by domestic water systems	100%	100%	98.61%	99.83%

Consumer contacts

	Company figure			Industry average
	2012	2013	2014	2014
Informing consumers				
Total number	0	0	2	N/A
Rate per 1,000 population	0	0	1.47	4.42
Acceptability of water to consumers				
Total number	1	0	6	N/A
Rate per 1,000 population	3.33	0	4.41	1.75
Complaints to the Drinking Water Inspectorate				
No consumers of Albion Water Limited directly contacted DWI in 2014.				

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.

Affinity Water

Water supply arrangements

Company assets		Water supplied	
Number of treatment works	102	Water supplied (MI/day)	890
Number of service reservoirs	159	Percentage from surface sources	36
Number of water supply zones	80	Percentage from ground sources	64
Length of mains pipe (km)	16,568	Percentage from mixed sources	0
Population served		Area of supply	
Population supplied	3,502,000	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
	2012	2013	2014	2014
Overall drinking water quality*	99.95%	99.99%	99.97%	99.95%
Water treatment				
Process control index	99.99%	>99.99%	>99.99%	99.99%
Disinfection index	99.98%	99.98%	>99.99%	99.98%
Distribution systems				
Distribution maintenance index	99.94%	99.98%	99.96%	99.89%
Reservoir integrity index	99.97%	99.97%	99.98%	99.96%
Building water systems				
Parameters influenced by domestic water systems	99.91%	99.97%	99.88%	99.83%

Consumer contacts

	Company figure			Industry average
	2012	2013	2014	2014
Informing consumers				
Total number	1,466	1,697	1,619	N/A
Rate per 1,000 population	0.43	0.48	0.46	4.42
Acceptability of water to consumers				
Total number	3,730	3,783	3,743	N/A
Rate per 1,000 population	1.10	1.0	1.07	1.75
Complaints to the Drinking Water Inspectorate				
No consumers of Affinity Water directly contacted DWI in 2014.				

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 Services Ltd

Water supply arrangements

Company assets		Water supplied	
Number of treatment works	140	Water supplied (MI/day)	1,177
Number of service reservoirs	323	Percentage from surface sources	49
Number of water supply zones	161	Percentage from ground sources	36.5
Length of mains pipe (km)	37,476	Percentage from mixed sources	14.5
Population served		Area of supply	
Population supplied	4,324,000	Bedfordshire, Buckinghamshire, Cambridgeshire, Essex, Leicestershire, Lincolnshire, Norfolk, Northamptonshire, Nottinghamshire, Suffolk	
Number of local authorities	45		

Drinking water quality summary data

	Company figure			Industry average
	2012	2013	2014	2014
Overall drinking water quality*	99.96%	99.96%	99.95%	99.95%
Water treatment				
Process control index	100%	100%	100%	99.99%
Disinfection index	99.99%	>99.99%	99.99%	99.98%
Distribution systems				
Distribution maintenance index	99.93%	99.94%	99.95%	99.89%
Reservoir integrity index	99.97%	99.98%	99.97%	99.96%
Building water systems				
Parameters influenced by domestic water systems	99.86%	99.89%	99.82%	99.83%

Consumer contacts

	Company figure			Industry average
	2012	2013	2014	2014
Informing consumers				
Total number	1,762	2,106	1,656	N/A
Rate per 1,000 population	0.41	0.49	0.38	4.42
Acceptability of water to consumers				
Total number	6,591	6,466	6,074	N/A
Rate per 1,000 population	1.53	1.51	1.4	1.75

Complaints to the Drinking Water Inspectorate

A total of 3 consumers of Anglian Water Services Ltd directly contacted DWI in 2014.

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 plc

Water supply arrangements

Company assets		Water supplied	
Number of treatment works	17	Water supplied (MI/day)	337
Number of service reservoirs	171	Percentage from surface sources	83
Number of water supply zones	27	Percentage from ground sources	12
Length of mains pipe (km)	6,716	Percentage from mixed sources	5
Population served		Area of supply	
Population supplied	1,250,000	Gloucestershire, Wiltshire, Bristol, Somerset	
Number of local authorities	9		

Drinking water quality summary data

	Company figure			Industry average
	2012	2013	2014	2014
Overall drinking water quality*	99.99%	99.97%	99.92%	99.95%
Water treatment				
Process control index	100%	99.93%	99.99%	99.99%
Disinfection index	100%	99.99%	99.99%	99.98%
Distribution systems				
Distribution maintenance index	99.94%	99.80%	99.78%	99.89%
Reservoir integrity index	99.99%	99.99%	99.98%	99.96%
Building water systems				
Parameters influenced by domestic water systems	99.97%	99.96%	99.76%	99.83%

Consumer contacts

	Company figure			Industry average
	2012	2013	2014	2014
Informing consumers				
Total number	935	867	850	N/A
Rate per 1,000 population	0.78	0.70	0.68	4.42
Acceptability of water to consumers				
Total number	2,588	2,320	2,660	N/A
Rate per 1,000 population	2.15	1.87	2.13	1.75
Complaints to the Drinking Water Inspectorate				
No consumers of Bristol Water plc directly contacted DWI in 2014.				

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 plc

Water supply arrangements

Company assets		Water supplied	
Number of treatment works	23	Water supplied (Ml/day)	74
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)	2,358	Percentage from mixed sources	0
Population served		Area of supply	
Population supplied	334,174	Cambridge, Huntingdonshire	
Number of local authorities	3		

Drinking water quality summary data

	Company figure			Industry average
	2012	2013	2014	2014
Overall drinking water quality*	99.98%	100%	100%	99.95%
Water treatment				
Process control index	100%	100%	100%	99.99%
Disinfection index	99.76%	99.80%	99.98%	99.98%
Distribution systems				
Distribution maintenance index	100%	100%	100%	99.89%
Reservoir integrity index	99.97%	99.97%	99.94%	99.96%
Building water systems				
Parameters influenced by domestic water systems	99.81%	99.98%	99.99%	99.83%

Consumer contacts

	Company figure			Industry average
	2012	2013	2014	2014
Informing consumers				
Total number	137	187	219	N/A
Rate per 1,000 population	0.44	0.60	0.66	4.42
Acceptability of water to consumers				
Total number	290	346	278	N/A
Rate per 1,000 population	0.93	1.11	0.83	1.75
Complaints to the Drinking Water Inspectorate				
No consumers of Cambridge Water plc directly contacted DWI in 2014.				

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 Company Ltd

Water supply arrangements

Company assets		Water supplied	
Number of treatment works	2	Water supplied (MI/day)	0.65
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	2,000	Small parts of Wiltshire and Hampshire	
Number of local authorities	2		

Drinking water quality summary data

	Company figure			Industry average
	2012	2013	2014	2014
Overall drinking water quality*	100%	100%	100%	99.95%
Water treatment				
Process control index	100%	100%	100%	99.99%
Disinfection index	100%	100%	100%	99.98%
Distribution systems				
Distribution maintenance index	100%	100%	100%	99.89%
Reservoir integrity index	99.06%	100%	100%	99.96%
Building water systems				
Parameters influenced by domestic water systems	100%	100%	100%	99.83%

Consumer contacts

	Company figure			Industry average
	2012	2013	2014	2014
Informing consumers				
Total number	0	0	0	N/A
Rate per 1,000 population	0	0	0	4.42
Acceptability of water to consumers				
Total number	0	1	0	N/A
Rate per 1,000 population	0	0.5	0	1.75
Complaints to the Drinking Water Inspectorate				
No consumers of Cholderton and District Water Company Ltd directly contacted DWI in 2014.				

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 plc

Water supply arrangements

Company assets		Water supplied	
Number of treatment works	6	Water supplied (MI/day)	62
Number of service reservoirs	31	Percentage from surface sources	94
Number of water supply zones	18	Percentage from ground sources	6
Length of mains pipe (km)	1,982	Percentage from mixed sources	0
Population served		Area of supply	
Population supplied	270,360	Cheshire, Flintshire, Denbighshire and Wrexham	
Number of local authorities	4		

Drinking water quality summary data

	Company figure			Industry average
	2012	2013	2014	2014
Overall drinking water quality*	99.93%	99.93%	99.88%	99.95%
Water treatment				
Process control index	100%	100%	99.98%	99.99%
Disinfection index	99.80%	99.90%	99.84%	99.98%
Distribution systems				
Distribution maintenance index	99.67%	100%	98.97%	99.89%
Reservoir integrity index	99.96%	99.90%	99.91%	99.96%
Building water systems				
Parameters influenced by domestic water systems	99.70%	99.65%	99.69%	99.83%

Consumer contacts

	Company figure			Industry average
	2012	2013	2014	2014
Informing consumers				
Total number	134	107	163	N/A
Rate per 1,000 population	0.51	0.41	0.62	4.42
Acceptability of water to consumers				
Total number	1,312	1,671	975	N/A
Rate per 1,000 population	5.03	6.37	3.71	1.75
Complaints to the Drinking Water Inspectorate				
A total of 1 consumer of Dee Valley Water plc directly contacted DWI in 2014.				

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	76	Water supplied (Ml/day)	801
Number of service reservoirs	410	Percentage from surface sources	95
Number of water supply zones	99	Percentage from ground sources	4
Length of mains pipe (km)	31,328	Percentage from mixed sources	1
Population served		Area of supply	
Population supplied	3,011,840	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
	2012	2013	2014	2014
Overall drinking water quality*	99.96%	99.97%	99.94%	99.95%
Water treatment				
Process control index	100%	99.99%	99.92%	99.99%
Disinfection index	99.98%	99.99%	100%	99.98%
Distribution systems				
Distribution maintenance index	99.84%	99.80%	99.75%	99.89%
Reservoir integrity index	99.98%	99.95%	99.98%	99.96%
Building water systems				
Parameters influenced by domestic water systems	99.88%	99.97%	99.88%	99.83%

Consumer contacts

	Company figure			Industry average
	2012	2013	2014	2014
Informing consumers				
Total number	1,187	966	867	N/A
Rate per 1,000 population	0.40	0.33	0.28	4.42
Acceptability of water to consumers				
Total number	9,745	11,553	10,843	N/A
Rate per 1,000 population	3.30	3.92	3.53	1.75

Complaints to the Drinking Water Inspectorate

A total of 3 consumers of Dŵr Cymru Welsh Water directly contacted DWI in 2014.

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)	433
Number of service reservoirs	102	Percentage from surface sources	83
Number of water supply zones	44	Percentage from ground sources	6
Length of mains pipe (km)	8,622	Percentage from mixed sources	11
Population served		Area of supply	
Population supplied	1,834,000	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
	2012	2013	2014	2014
Overall drinking water quality*	99.89%	99.91%	99.94%	99.95%
Water treatment				
Process control index	100%	100%	100%	99.99%
Disinfection index	99.96%	99.99%	99.95%	99.98%
Distribution systems				
Distribution maintenance index	99.98%	99.97%	99.94%	99.89%
Reservoir integrity index	99.92%	99.96%	99.96%	99.96%
Building water systems				
Parameters influenced by domestic water systems	99.88%	99.72%	99.79%	99.83%

Consumer contacts

	Company figure			Industry average
	2012	2013	2014	2014
Informing consumers				
Total number	711	501	605	N/A
Rate per 1,000 population	0.39	0.28	0.3	4.42
Acceptability of water to consumers				
Total number	1,799	1,624	1,181	N/A
Rate per 1,000 population	0.99	0.90	0.64	1.75
Complaints to the Drinking Water Inspectorate				
No consumers of Essex and Suffolk Water directly contacted DWI in 2014.				

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 plc

Water supply arrangements

Company assets		Water supplied	
Number of treatment works	3	Water supplied (MI/day)	32
Number of service reservoirs	6	Percentage from surface sources	0
Number of water supply zones	3	Percentage from ground sources	100
Length of mains pipe (km)	599	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
	2012	2013	2014	2014
Overall drinking water quality*	100%	100%	100%	99.95%
Water treatment				
Process control index	100%	100%	100%	99.99%
Disinfection index	99.95%	99.79%	99.89%	99.98%
Distribution systems				
Distribution maintenance index	100%	100%	100%	99.89%
Reservoir integrity index	100%	100%	100%	99.96%
Building water systems				
Parameters influenced by domestic water systems	100%	99.94%	100%	99.83%

Consumer contacts

	Company figure			Industry average
	2012	2013	2014	2014
Informing consumers				
Total number	21	18	16	N/A
Rate per 1,000 population	0.23	0.20	0.18	4.42
Acceptability of water to consumers				
Total number	384	290	492	N/A
Rate per 1,000 population	4.28	3.24	5.49	1.75
Complaints to the Drinking Water Inspectorate				
No consumers of Hartlepool Water plc directly contacted DWI in 2014.				

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 Ltd

Water supply arrangements

Company assets		Water supplied	
Number of treatment works	N/A	Water supplied (MI/day)	0.95
Number of service reservoirs	N/A	Percentage from surface sources	80
Number of water supply zones	6	Percentage from ground sources	20
Length of mains pipe (km)	56	Percentage from mixed sources	0
Population served		Area of supply	
Population supplied	8,030	Priors Hall and Long Croft Road, Corby, Great Billing Way, Northampton, Brooklands, Milton Keynes, Kings Cross, London, The Bridge, Dartford	
Number of local authorities	7		

Drinking water quality summary data

	Company figure			Industry average
	2012	2013	2014	2014
Overall drinking water quality*	100%	99.96%	99.76%	99.95%
Water treatment				
Process control index	N/A	N/A	N/A	99.99%
Disinfection index	N/A	N/A	N/A	99.98%
Distribution systems				
Distribution maintenance index	100%	100%	100%	99.89%
Reservoir integrity index	N/A	N/A	N/A	99.96%
Building water systems				
Parameters influenced by domestic water systems	100%	100%	99.07%	99.83%

Consumer contacts

	Company figure			Industry average
	2012	2013	2014	2014
Informing consumers				
Total number	0	0	2	N/A
Rate per 1,000 population	0	0	0.24	4.42
Acceptability of water to consumers				
Total number	8	0	7	N/A
Rate per 1,000 population	1.13	0	0.83	1.75
Complaints to the Drinking Water Inspectorate				
A total of 1 consumer of Independent Water Networks Ltd directly contacted DWI in 2014.				

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 Ltd

Water supply arrangements

Company assets		Water supplied	
Number of treatment works	35	Water supplied (MI/day)	675
Number of service reservoirs	205	Percentage from surface sources	85.5
Number of water supply zones	75	Percentage from ground sources	4.5
Length of mains pipe (km)	17,000	Percentage from mixed sources	10
Population served		Area of supply	
Population supplied	2,520,000	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
	2012	2013	2014	2014
Overall drinking water quality*	99.94%	99.95%	99.95%	99.95%
Water treatment				
Process control index	99.99%	100%	99.99%	99.99%
Disinfection index	99.87%	99.88%	99.98%	99.98%
Distribution systems				
Distribution maintenance index	99.66%	99.80%	99.76%	99.89%
Reservoir integrity index	99.91%	99.98%	99.98%	99.96%
Building water systems				
Parameters influenced by domestic water systems	99.91%	99.91%	99.85%	99.83%

Consumer contacts

	Company figure			Industry average
	2012	2013	2014	2014
Informing consumers				
Total number	709	631	627	N/A
Rate per 1,000 population	0.28	0.25	0.27	4.42
Acceptability of water to consumers				
Total number	6,710	6,485	6,008	N/A
Rate per 1,000 population	2.67	2.57	2.38	1.75
Complaints to the Drinking Water Inspectorate				
A total of 1 consumer of Northumbrian Water Ltd directly contacted DWI in 2014.				

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	0	Water supplied (MI/day)	0.27
Number of service reservoirs	0	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	3,000	Media City, Salford	
Number of local authorities	1		

Drinking water quality summary data

	Company figure			Industry average
	2012	2013	2014	2014
Overall drinking water quality*	100%	100%	100%	99.95%
Water treatment				
Process control index	N/A	N/A	N/A	99.99%
Disinfection index	N/A	N/A	N/A	99.98%
Distribution systems				
Distribution maintenance index	100%	100%	100%	99.89%
Reservoir integrity index	N/A	N/A	N/A	99.96%
Building water systems				
Parameters influenced by domestic water systems	100%	100%	100%	99.83%

Consumer contacts

	Company figure			Industry average
	2012	2013	2014	2014
Informing consumers				
Total number	0	0	0	N/A
Rate per 1,000 population	0	0	0	4.42
Acceptability of water to consumers				
Total number	0	0	0	N/A
Rate per 1,000 population	0	0	0	1.75
Complaints to the Drinking Water Inspectorate				
No consumers of Peel Water Networks directly contacted DWI in 2014.				

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 Ltd

Water supply arrangements

Company assets		Water supplied	
Number of treatment works	19	Water supplied (MI/day)	179
Number of service reservoirs	32	Percentage from surface sources	42
Number of water supply zones	13	Percentage from ground sources	58
Length of mains pipe (km)	3,294	Percentage from mixed sources	0
Population served		Area of supply	
Population supplied	693,000	Hampshire, West Sussex	
Number of local authorities	9		

Drinking water quality summary data

	Company figure			Industry average
	2012	2013	2014	2014
Overall drinking water quality*	99.96%	99.97%	99.97%	99.95%
Water treatment				
Process control index	100%	100%	100%	99.99%
Disinfection index	100%	100%	100%	99.98%
Distribution systems				
Distribution maintenance index	100%	99.97%	100%	99.89%
Reservoir integrity index	99.94%	99.90%	99.94%	99.96%
Building water systems				
Parameters influenced by domestic water systems	99.81%	99.87%	99.85%	99.83%

Consumer contacts

	Company figure			Industry average
	2012	2013	2014	2014
Informing consumers				
Total number	397	341	400	N/A
Rate per 1,000 population	0.60	0.48	0.58	4.42
Acceptability of water to consumers				
Total number	365	307	583	N/A
Rate per 1,000 population	0.55	0.43	0.84	1.75
Complaints to the Drinking Water Inspectorate				
No consumers of Portsmouth Water Ltd directly contacted DWI in 2014.				

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.

Sembcorp Bournemouth Water Ltd

Water supply arrangements

Company assets		Water supplied	
Number of treatment works	8	Water supplied (MI/day)	108
Number of service reservoirs	20	Percentage from surface sources	86
Number of water supply zones	10	Percentage from ground sources	14
Length of mains pipe (km)	2,823	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
	2012	2013	2014	2014
Overall drinking water quality*	>99.99%	99.96%	>99.99%	99.95%
Water treatment				
Process control index	100%	100%	100%	99.99%
Disinfection index	99.92%	99.94%	99.95%	99.98%
Distribution systems				
Distribution maintenance index	99.94%	100%	99.94%	99.89%
Reservoir integrity index	99.95%	100%	99.95%	99.96%
Building water systems				
Parameters influenced by domestic water systems	99.96%	99.83%	100.00%	99.83%

Consumer contacts

	Company figure			Industry average
	2012	2013	2014	2014
Informing consumers				
Total number	462	384	188	N/A
Rate per 1,000 population	1.08	0.89	0.44	4.42
Acceptability of water to consumers				
Total number	533	439	250	N/A
Rate per 1,000 population	1.25	1.02	0.59	1.75
Complaints to the Drinking Water Inspectorate				
No consumers of Sembcorp Bournemouth Water Ltd directly contacted DWI in 2014.				

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 plc

Water supply arrangements

Company assets		Water supplied	
Number of treatment works	185	Water supplied (MI/day)	1,818
Number of service reservoirs	667	Percentage from surface sources	64
Number of water supply zones	210	Percentage from ground sources	33
Length of mains pipe (km)	46,703	Percentage from mixed sources	3
Population served		Area of supply	
Population supplied	7,788,000	Derbyshire, Nottinghamshire, Leicestershire, Warwickshire, Gloucestershire, Worcestershire, Shropshire, Staffordshire, West Midlands, Powys	
Number of local authorities	71		

Drinking water quality summary data

	Company figure			Industry average
	2012	2013	2014	2014
Overall drinking water quality*	99.96%	99.97%	99.94%	99.95%
Water treatment				
Process control index	>99.99%	100%	100%	99.99%
Disinfection index	99.99%	99.98%	99.94%	99.98%
Distribution systems				
Distribution maintenance index	99.70%	99.91%	99.88%	99.89%
Reservoir integrity index	99.95%	99.97%	99.96%	99.96%
Building water systems				
Parameters influenced by domestic water systems	99.93%	99.86%	99.73%	99.83%

Consumer contacts

	Company figure			Industry average
	2012	2013	2014	2014
Informing consumers				
Total number	1,158	1,325	1,727	N/A
Rate per 1,000 population	0.15	0.18	0.22	4.42
Acceptability of water to consumers				
Total number	13,057	14,052	14,936	N/A
Rate per 1,000 population	1.73	1.86	1.92	1.75

Complaints to the Drinking Water Inspectorate

A total of 11 consumers of Severn Trent plc directly contacted DWI in 2014.

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 Ltd

Water supply arrangements

Company assets		Water supplied	
Number of treatment works	96	Water supplied (MI/day)	565
Number of service reservoirs	247	Percentage from surface sources	16
Number of water supply zones	72	Percentage from ground sources	77
Length of mains pipe (km)	14,500	Percentage from mixed sources	7
Population served		Area of supply	
Population supplied	2,116,143	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
	2012	2013	2014	2014
Overall drinking water quality*	99.96%	99.97%	99.96%	99.95%
Water treatment				
Process control index	100%	100%	100%	99.99%
Disinfection index	99.91%	99.96%	99.97%	99.98%
Distribution systems				
Distribution maintenance index	99.90%	99.74%	99.75%	99.89%
Reservoir integrity index	99.92%	99.97%	99.96%	99.96%
Building water systems				
Parameters influenced by domestic water systems	99.83%	99.92%	99.86%	99.83%

Consumer contacts

	Company figure			Industry average
	2012	2013	2014	2014
Informing consumers				
Total number	1,016	1,582	897	N/A
Rate per 1,000 population	0.5	0.78	0.42	4.42
Acceptability of water to consumers				
Total number	4,983	5,023	5,012	N/A
Rate per 1,000 population	2.45	2.47	2.37	1.75

Complaints to the Drinking Water Inspectorate

A total of 3 consumers of South East Water Ltd directly contacted DWI in 2014.

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 plc

Water supply arrangements

Company assets		Water supplied	
Number of treatment works	24	Water supplied (MI/day)	303
Number of service reservoirs	35	Percentage from surface sources	51.5
Number of water supply zones	19	Percentage from ground sources	39
Length of mains pipe (km)	5,989	Percentage from mixed sources	9.5
Population served		Area of supply	
Population supplied	1,296,000	Staffordshire and parts of Worcestershire, Shropshire, Derbyshire and Leicestershire	
Number of local authorities	12		

Drinking water quality summary data

	Company figure			Industry average
	2012	2013	2014	2014
Overall drinking water quality*	99.91%	99.95%	99.98%	99.95%
Water treatment				
Process control index	99.96%	99.97%	99.99%	99.99%
Disinfection index	99.93%	99.97%	99.99%	99.98%
Distribution systems				
Distribution maintenance index	99.81%	99.93%	99.96%	99.89%
Reservoir integrity index	99.92%	100%	99.71%	99.96%
Building water systems				
Parameters influenced by domestic water systems	99.75%	99.90%	99.93%	99.83%

Consumer contacts

	Company figure			Industry average
	2012	2013	2014	2014
Informing consumers				
Total number	432	378	300	N/A
Rate per 1,000 population	0.33	0.28	0.2	4.42
Acceptability of water to consumers				
Total number	2,609	2,679	2,254	N/A
Rate per 1,000 population	2.02	2	1.74	1.75

Complaints to the Drinking Water Inspectorate

No consumers of South Staffordshire Water plc directly contacted DWI in 2014.

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 Ltd

Water supply arrangements

Company assets		Water supplied	
Number of treatment works	31	Water supplied (MI/day)	437
Number of service reservoirs	308	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	1,690,000	Devon, Cornwall, Somerset (part), Dorset (part)	
Number of local authorities	17		

Drinking water quality summary data

	Company figure			Industry average
	2012	2013	2014	2014
Overall drinking water quality*	99.97%	99.98%	99.96%	99.95%
Water treatment				
Process control index	99.95%	100%	100%	99.99%
Disinfection index	99.98%	99.97%	>99.99%	99.98%
Distribution systems				
Distribution maintenance index	99.91%	99.89%	99.90%	99.89%
Reservoir integrity index	99.98%	99.97%	99.97%	99.96%
Building water systems				
Parameters influenced by domestic water systems	99.93%	99.95%	99.88%	99.83%

Consumer contacts

	Company figure			Industry average
	2012	2013	2014	2014
Informing consumers				
Total number	1,602	2,349	1,563	N/A
Rate per 1,000 population	0.96	1.43	0.92	4.42
Acceptability of water to consumers				
Total number	9,377	9,909	6,933	N/A
Rate per 1,000 population	5.61	6.03	4.10	1.75
Complaints to the Drinking Water Inspectorate				
A total of 1 consumer of South West Water Ltd directly contacted DWI in 2014.				

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 Services Ltd

Water supply arrangements

Company assets		Water supplied	
Number of treatment works	90	Water supplied (MI/day)	527
Number of service reservoirs	204	Percentage from surface sources	27
Number of water supply zones	74	Percentage from ground sources	60
Length of mains pipe (km)	16,210	Percentage from mixed sources	13
Population served		Area of supply	
Population supplied	2,566,541	Isle of Wight and parts of Kent, Sussex and Hampshire	
Number of local authorities	29		

Drinking water quality summary data

	Company figure			Industry average
	2012	2013	2014	2014
Overall drinking water quality*	99.93%	99.94%	99.97%	99.95%
Water treatment				
Process control index	99.92%	99.96%	99.94%	99.99%
Disinfection index	99.99%	100%	99.98%	99.98%
Distribution systems				
Distribution maintenance index	99.94%	99.94%	99.96%	99.89%
Reservoir integrity index	99.99%	99.96%	99.95%	99.96%
Building water systems				
Parameters influenced by domestic water systems	99.80%	99.81%	99.99%	99.83%

Consumer contacts

	Company figure			Industry average
	2012	2013	2014	2014
Informing consumers				
Total number	684	455	437	N/A
Rate per 1,000 population	0.29	0.19	0.18	4.42
Acceptability of water to consumers				
Total number	3,768	3,576	3,527	N/A
Rate per 1,000 population	1.57	1.48	1.42	1.75
Complaints to the Drinking Water Inspectorate				
A total of 4 consumers of Southern Water Services Ltd directly contacted DWI in 2014.				

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
Number of service reservoirs	N/A	Percentage from surface sources	50
Number of water supply zones	20	Percentage from ground sources	36
Length of mains pipe (km)	62	Percentage from mixed sources	14
Population served		Area of supply	
Population supplied	16,450	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	15		

Drinking water quality summary data

	Company figure			Industry average
	2012	2013	2014	2014
Overall drinking water quality*	>99.99%	>99.99%	>99.99%	99.95%
Water treatment				
Process control index	N/A	N/A	N/A	99.99%
Disinfection index	N/A	N/A	N/A	99.98%
Distribution systems				
Distribution maintenance index	100%	100%	100%	99.89%
Reservoir integrity index	N/A	N/A	N/A	99.96%
Building water systems				
Parameters influenced by domestic water systems	100%	99.88%	100.00%	99.83%

Consumer contacts

	Company figure			Industry average
	2012	2013	2014	2014
Informing consumers				
Total number	7	1	6	N/A
Rate per 1,000 population	0.88	9.00	0.39	4.42
Acceptability of water to consumers				
Total number	6	6	4	N/A
Rate per 1,000 population	0.76	0.55	0.26	1.75
Complaints to the Drinking Water Inspectorate				
No consumers of SSE Water directly contacted DWI in 2014.				

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 plc

Water supply arrangements

Company assets		Water supplied	
Number of treatment works	8	Water supplied (MI/day)	160
Number of service reservoirs	32	Percentage from surface sources	14
Number of water supply zones	20	Percentage from ground sources	86
Length of mains pipe (km)	3,459	Percentage from mixed sources	0
Population served		Area of supply	
Population supplied	655,774	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
	2012	2013	2014	2014
Overall drinking water quality*	100%	99.96%	99.98%	99.95%
Water treatment				
Process control index	100%	100%	100%	99.99%
Disinfection index	100%	100%	100%	99.98%
Distribution systems				
Distribution maintenance index	100%	99.95%	100%	99.89%
Reservoir integrity index	100%	100%	100%	99.96%
Building water systems				
Parameters influenced by domestic water systems	>99.99%	99.86%	99.92%	99.83%

Consumer contacts

	Company figure			Industry average
	2012	2013	2014	2014
Informing consumers				
Total number	95	125	103	N/A
Rate per 1,000 population	0.15	0.19	0.16	4.42
Acceptability of water to consumers				
Total number	386	346	559	N/A
Rate per 1,000 population	0.59	0.53	0.85	1.75
Complaints to the Drinking Water Inspectorate				
No consumers of Sutton and East Surrey Water plc directly contacted DWI in 2014.				

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 Utilities Ltd

Water supply arrangements

Company assets		Water supplied	
Number of treatment works	114	Water supplied (Ml/day)	2,630
Number of service reservoirs	405	Percentage from surface sources	77
Number of water supply zones	249	Percentage from ground sources	23
Length of mains pipe (km)	31,115	Percentage from mixed sources	0
Population served		Area of supply	
Population supplied	9,501,000	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
	2012	2013	2014	2014
Overall drinking water quality*	99.97%	99.99%	99.96%	99.95%
Water treatment				
Process control index	99.96%	>99.99%	99.99%	99.99%
Disinfection index	99.98%	99.95%	99.98%	99.98%
Distribution systems				
Distribution maintenance index	99.96%	99.97%	99.96%	99.89%
Reservoir integrity index	99.91%	99.93%	99.94%	99.96%
Building water systems				
Parameters influenced by domestic water systems	99.90%	99.94%	99.83%	99.83%

Consumer contacts

	Company figure			Industry average
	2012	2013	2014	2014
Informing consumers				
Total number	54,987	193,851	233,197	N/A
Rate per 1,000 population	6.27	21.28	25.03**	4.42
Acceptability of water to consumers				
Total number	6,022	5,422	5,318	N/A
Rate per 1,000 population	0.69	0.60	0.57	1.75

Complaints to the Drinking Water Inspectorate

A total of 2 consumers of Thames Water Utilities Ltd directly contacted DWI in 2014.

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 include all of their contacts via their website.

United Utilities Water Ltd

Water supply arrangements

Company assets		Water supplied	
Number of treatment works	83	Water supplied (MI/day)	1,704
Number of service reservoirs	359	Percentage from surface sources	85
Number of water supply zones	225	Percentage from ground sources	5
Length of mains pipe (km)	42,832	Percentage from mixed sources	10
Population served		Area of supply	
Population supplied	7,0300,00	Cumbria, Lancashire, Merseyside, Greater Manchester and Cheshire	
Number of local authorities	48		

Drinking water quality summary data

	Company figure			Industry average
	2012	2013	2014	2014
Overall drinking water quality*	99.95%	99.97%	99.95%	99.95%
Water treatment				
Process control index	99.97%	99.99%	>99.99%	99.99%
Disinfection index	99.94%	99.95%	99.98%	99.98%
Distribution systems				
Distribution maintenance index	99.82%	99.85%	99.93%	99.89%
Reservoir integrity index	99.95%	99.96%	99.98%	99.96%
Building water systems				
Parameters influenced by domestic water systems	99.86%	99.88%	99.81%	99.83%

Consumer contacts

	Company figure			Industry average
	2012	2013	2014	2014
Informing consumers				
Total number	1,573	1,614	1,273	N/A
Rate per 1,000 population	0.23	0.23	0.18	4.42
Acceptability of water to consumers				
Total number	15,740	14,566	13,980	N/A
Rate per 1,000 population	2.29	2.10	1.99	1.75
Complaints to the Drinking Water Inspectorate				
A total of 5 consumers of United Utilities Water Ltd directly contacted DWI in 2014.				

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 Ltd

Water supply arrangements

Company assets		Water supplied	
Number of treatment works	2	Water supplied (MI/day)	5
Number of service reservoirs	6	Percentage from surface sources	0
Number of water supply zones	1	Percentage from ground sources	100
Length of mains pipe (km)	98	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
	2012	2013	2014	2014
Overall drinking water quality*	100%	100%	100%	99.95%
Water treatment				
Process control index	100%	100%	100%	99.99%
Disinfection index	100%	100%	99.84%	99.98%
Distribution systems				
Distribution maintenance index	100%	100%	100%	99.89%
Reservoir integrity index	100%	100%	100%	99.96%
Building water systems				
Parameters influenced by domestic water systems	100%	100%	100%	99.83%

Consumer contacts

	Company figure			Industry average
	2012	2013	2014	2014
Informing consumers				
Total number	0	0	0	N/A
Rate per 1,000 population	0	0	0	4.42
Acceptability of water to consumers				
Total number	5	2	3	N/A
Rate per 1,000 population	0.61	0.24	0.30	1.75
Complaints to the Drinking Water Inspectorate				
No consumers of Veolia Water Projects Ltd directly contacted DWI in 2014.				

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 Ltd

Water supply arrangements

Company assets		Water supplied	
Number of treatment works	91	Water supplied (MI/day)	332
Number of service reservoirs	320	Percentage from surface sources	27
Number of water supply zones	88	Percentage from ground sources	71
Length of mains pipe (km)	11,645	Percentage from mixed sources	2
Population served		Area of supply	
Population supplied	1,275,000	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
	2012	2013	2014	2014
Overall drinking water quality*	99.99%	99.97%	99.97%	99.95%
Water treatment				
Process control index	99.98%	99.98%	100%	99.99%
Disinfection index	99.99%	99.89%	99.96%	99.98%
Distribution systems				
Distribution maintenance index	100%	99.91%	99.94%	99.89%
Reservoir integrity index	99.96%	99.96%	99.96%	99.96%
Building water systems				
Parameters influenced by domestic water systems	99.93%	99.90%	99.87%	99.83%

Consumer contacts

	Company figure			Industry average
	2012	2013	2014	2014
Informing consumers				
Total number	1,297	1,296	1,464	N/A
Rate per 1,000 population	1.04	1.04	1.15	4.42
Acceptability of water to consumers				
Total number	3,050	2,893	3,006	N/A
Rate per 1,000 population	2.45	2.33	2.36	1.75

Complaints to the Drinking Water Inspectorate

A total of 1 consumer of Wessex Water Services Ltd directly contacted DWI in 2014.

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 Services Ltd

Water supply arrangements

Company assets		Water supplied	
Number of treatment works	70	Water supplied (MI/day)	1,238
Number of service reservoirs	354	Percentage from surface sources	80
Number of water supply zones	75	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
	2012	2013	2014	2014
Overall drinking water quality*	99.93%	99.98%	99.95%	99.95%
Water treatment				
Process control index	99.99%	100%	100%	99.99%
Disinfection index	99.96%	99.99%	99.97%	99.98%
Distribution systems				
Distribution maintenance index	99.87%	99.88%	99.81%	99.89%
Reservoir integrity index	99.91%	99.98%	99.98%	99.96%
Building water systems				
Parameters influenced by domestic water systems	99.93%	99.91%	99.79%	99.83%

Consumer contacts

	Company figure			Industry average
	2012	2013	2014	2014
Informing consumers				
Total number	2,424	1,655	2,322	N/A
Rate per 1,000 population	0.52	0.35	0.49	4.42
Acceptability of water to consumers				
Total number	11,506	12,879	10,406	N/A
Rate per 1,000 population	2.45	2.74	2.22	1.75
Complaints to the Drinking Water Inspectorate				
A total of 3 consumers of Yorkshire Water Services Ltd directly contacted DWI in 2014.				

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.