

Albion Water Limited

Water supply arrangements

Company assets		Water supplied	
Number of treatment works	0	Water supplied (l/day)	35,000
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)	0	Percentage from mixed sources	0
Population served		Area of supply Flintshire	
Population supplied	300		
Number of local authorities	1		

Drinking water quality summary data

	Company figure			Industry average
	2011	2012	2013	2013
Overall drinking water quality*	100%	100%	100%	99.97%
Water treatment				
Process control index	N/A	N/A	N/A	99.99%
Disinfection index	N/A	N/A	N/A	99.96%
Distribution systems				
Distribution maintenance index	100%	100%	100%	99.90%
Reservoir integrity index	N/A	N/A	N/A	99.96%
Building water systems				
Parameters influenced by domestic water systems	100%	100%	100%	99.90%

Consumer contacts

	Company figure			Industry average
	2011	2012	2013	2013
Informing consumers				
Total number	0	0	0	N/A
Rate per 1,000 population	0	0	0	3.81
Acceptability of water to consumers				
Total number	0	1	0	N/A
Rate per 1,000 population	0	3.33	0	1.91
Complaints to the Drinking Water Inspectorate				
No consumers of Albion Water Limited directly contacted DWI in 2013.				

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	101	Water supplied (MI/day)	910
Number of service reservoirs	149	Percentage from surface sources	63
Number of water supply zones	80	Percentage from ground sources	37
Length of mains pipe (km)	16,520	Percentage from mixed sources	0
Population served		Area of supply	
Population supplied	3,500,000	Hertfordshire, Bedfordshire, Essex, Buckinghamshire, Berkshire, Kent, Surrey and nine London boroughs	
Number of local authorities	41		

Drinking water quality summary data

	Company figure			Industry average
	2011	2012	2013	2013
Overall drinking water quality*	99.98%	99.95%	99.99%	99.97%
Water treatment				
Process control index	99.96%	99.99%	>99.99%	99.99%
Disinfection index	99.97%	99.98%	99.98%	99.96%
Distribution systems				
Distribution maintenance index	99.98%	99.94%	99.98%	99.90%
Reservoir integrity index	99.98%	99.97%	99.97%	99.96%
Building water systems				
Parameters influenced by domestic water systems	99.95%	99.91%	99.97%	99.90%

Consumer contacts

	Company figure			Industry average
	2011	2012	2013	2013
Informing consumers				
Total number	1,643	1,466	1,697	N/A
Rate per 1,000 population	0.48	0.43	0.48	3.81
Acceptability of water to consumers				
Total number	4,184	3,730	3,783	N/A
Rate per 1,000 population	1.23	1.10	1.08	1.91
Complaints to the Drinking Water Inspectorate				
A total of 2 consumers of Affinity Water directly contacted DWI in 2013.				

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	137	Water supplied (MI/day)	1,258
Number of service reservoirs	324	Percentage from surface sources	44
Number of water supply zones	160	Percentage from ground sources	42
Length of mains pipe (km)	37,412	Percentage from mixed sources	14
Population served		Area of supply	
Population supplied	4,295,000	Bedfordshire, Buckinghamshire, Cambridgeshire, Essex, Leicestershire, Lincolnshire, Norfolk, Northamptonshire, Nottinghamshire, Suffolk	
Number of local authorities	45		

Drinking water quality summary data

	Company figure			Industry average
	2011	2012	2013	2013
Overall drinking water quality*	99.96%	99.96%	99.96%	99.97%
Water treatment				
Process control index	100%	100%	100%	99.99%
Disinfection index	99.99%	99.99%	>99.99%	99.96%
Distribution systems				
Distribution maintenance index	99.95%	99.93%	99.94%	99.90%
Reservoir integrity index	99.97%	99.97%	99.98%	99.96%
Building water systems				
Parameters influenced by domestic water systems	99.85%	99.86%	99.89%	99.90%

Consumer contacts

	Company figure			Industry average
	2011	2012	2013	2013
Informing consumers				
Total number	1,511	1,762	2,106	N/A
Rate per 1,000 population	0.36	0.41	0.49	3.81
Acceptability of water to consumers				
Total number	5,852	6,591	6,466	N/A
Rate per 1,000 population	1.39	1.53	1.51	1.91

Complaints to the Drinking Water Inspectorate

A total of 3 consumers of Anglian Water Services Ltd directly contacted DWI in 2013.

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)	289
Number of service reservoirs	170	Percentage from surface sources	82
Number of water supply zones	27	Percentage from ground sources	12
Length of mains pipe (km)	6,747	Percentage from mixed sources	6
Population served		Area of supply	
Population supplied	1,240,000	Gloucestershire, Wiltshire, Bristol, Somerset	
Number of local authorities	9		

Drinking water quality summary data

	Company figure			Industry average
	2011	2012	2013	2013
Overall drinking water quality*	99.96%	99.99%	99.97%	99.97%
Water treatment				
Process control index	99.99%	100%	99.93%	99.99%
Disinfection index	99.99%	100%	99.99%	99.96%
Distribution systems				
Distribution maintenance index	99.59%	99.94%	99.79%	99.90%
Reservoir integrity index	99.98%	99.99%	99.99%	99.96%
Building water systems				
Parameters influenced by domestic water systems	99.92%	99.97%	99.96%	99.90%

Consumer contacts

	Company figure			Industry average
	2011	2012	2013	2013
Informing consumers				
Total number	888	935	867	N/A
Rate per 1,000 population	0.77	0.78	0.70	3.81
Acceptability of water to consumers				
Total number	2,567	2,588	2,320	N/A
Rate per 1,000 population	2.22	2.15	1.87	1.91
Complaints to the Drinking Water Inspectorate				
No consumers of Bristol Water plc directly contacted DWI in 2013.				

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 (MI/day)	74
Number of service reservoirs	33	Percentage from surface sources	0
Number of water supply zones	9	Percentage from ground sources	100
Length of mains pipe (km)	2,348	Percentage from mixed sources	0
Population served		Area of supply	
Population supplied	311,000	Cambridge, Huntingdonshire	
Number of local authorities	3		

Drinking water quality summary data

	Company figure			Industry average
	2011	2012	2013	2013
Overall drinking water quality*	99.93%	99.98%	100%	99.97%
Water treatment				
Process control index	100%	100%	100%	99.99%
Disinfection index	100%	99.76%	99.80%	99.96%
Distribution systems				
Distribution maintenance index	100%	100%	100%	99.90%
Reservoir integrity index	100%	99.97%	99.97%	99.96%
Building water systems				
Parameters influenced by domestic water systems	99.92%	99.81%	99.98%	99.90%

Consumer contacts

	Company figure			Industry average
	2011	2012	2013	2013
Informing consumers				
Total number	103	137	187	N/A
Rate per 1,000 population	0.33	0.44	0.60	3.81
Acceptability of water to consumers				
Total number	227	290	346	N/A
Rate per 1,000 population	0.73	0.93	1.11	1.91
Complaints to the Drinking Water Inspectorate				
No consumers of Cambridge Water plc directly contacted DWI in 2013.				

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)	0.75
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
	2011	2012	2013	2013
Overall drinking water quality*	100%	100%	100%	99.97%
Water treatment				
Process control index	100%	100%	100%	99.99%
Disinfection index	100%	100%	100%	99.96%
Distribution systems				
Distribution maintenance index	100%	100%	100%	99.90%
Reservoir integrity index	100%	99.06%	100%	99.96%
Building water systems				
Parameters influenced by domestic water systems	100%	100%	100%	99.90%

Consumer contacts

	Company figure			Industry average
	2011	2012	2013	2013
Informing consumers				
Total number	0	0	0	N/A
Rate per 1,000 population	0	0	0	3.81
Acceptability of water to consumers				
Total number	0	0	1	N/A
Rate per 1,000 population	0	0	0.5	1.91
Complaints to the Drinking Water Inspectorate				
No consumers of Cholderton and District Water Company Ltd directly contacted DWI in 2013.				

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)	59
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	267,925	Cheshire, Flintshire, Denbighshire and Wrexham	
Number of local authorities	4		

Drinking water quality summary data

	Company figure			Industry average
	2011	2012	2013	2013
Overall drinking water quality*	99.94%	99.93%	99.93%	99.97%
Water treatment				
Process control index	100%	100%	100%	99.99%
Disinfection index	99.82%	99.80%	99.90%	99.96%
Distribution systems				
Distribution maintenance index	99.67%	99.67%	100%	99.90%
Reservoir integrity index	100%	99.96%	99.90%	99.96%
Building water systems				
Parameters influenced by domestic water systems	99.82%	99.70%	99.65%	99.90%

Consumer contacts

	Company figure			Industry average
	2011	2012	2013	2013
Informing consumers				
Total number	83	134	107	N/A
Rate per 1,000 population	0.32	0.51	0.41	3.81
Acceptability of water to consumers				
Total number	1,242	1,312	1,671	N/A
Rate per 1,000 population	4.76	5.03	6.37	1.91
Complaints to the Drinking Water Inspectorate				
No consumers of Dee Valley Water plc directly contacted DWI in 2013.				

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	73	Water supplied (MI/day)	746
Number of service reservoirs	486	Percentage from surface sources	95
Number of water supply zones	83	Percentage from ground sources	4
Length of mains pipe (km)	31,328	Percentage from mixed sources	1
Population served		Area of supply	
Population supplied	2,942,000	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
	2011	2012	2013	2013
Overall drinking water quality*	99.96%	99.96%	99.97%	99.97%
Water treatment				
Process control index	99.96%	100%	99.99%	99.99%
Disinfection index	99.97%	99.98%	99.99%	99.96%
Distribution systems				
Distribution maintenance index	99.90%	99.84%	99.80%	99.90%
Reservoir integrity index	99.97%	99.98%	99.95%	99.96%
Building water systems				
Parameters influenced by domestic water systems	99.90%	99.88%	99.97%	99.90%

Consumer contacts

	Company figure			Industry average
	2011	2012	2013	2013
Informing consumers				
Total number	1,486	1,187	966	N/A
Rate per 1,000 population	0.50	0.40	0.33	3.81
Acceptability of water to consumers				
Total number	9,011	9,745	11,553	N/A
Rate per 1,000 population	3.03	3.30	3.92	1.91

Complaints to the Drinking Water Inspectorate

A total of 4 consumers of Dŵr Cymru Welsh Water directly contacted DWI in 2013.

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)	435
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)	9,103	Percentage from mixed sources	11
Population served		Area of supply	
Population supplied	1,811,000	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
	2011	2012	2013	2013
Overall drinking water quality*	99.97%	99.89%	99.91%	99.97%
Water treatment				
Process control index	100%	100%	100%	99.99%
Disinfection index	99.99%	99.96%	99.99%	99.96%
Distribution systems				
Distribution maintenance index	99.87%	99.98%	99.97%	99.90%
Reservoir integrity index	99.93%	99.92%	99.96%	99.96%
Building water systems				
Parameters influenced by domestic water systems	99.90%	99.88%	99.72%	99.90%

Consumer contacts

	Company figure			Industry average
	2011	2012	2013	2013
Informing consumers				
Total number	575	711	501	N/A
Rate per 1,000 population	0.32	0.39	0.28	3.81
Acceptability of water to consumers				
Total number	1,677	1,799	1,624	N/A
Rate per 1,000 population	0.93	0.99	0.90	1.91
Complaints to the Drinking Water Inspectorate				
A total of 1 consumer of Essex and Suffolk Water directly contacted DWI in 2013.				

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)	30
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)	594	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
	2011	2012	2013	2013
Overall drinking water quality*	100%	100%	100%	99.97%
Water treatment				
Process control index	100%	100%	100%	99.99%
Disinfection index	99.67%	99.95%	99.79%	99.96%
Distribution systems				
Distribution maintenance index	100%	100%	100%	99.90%
Reservoir integrity index	100%	100%	100%	99.96%
Building water systems				
Parameters influenced by domestic water systems	100%	100%	99.94%	99.90%

Consumer contacts

	Company figure			Industry average
	2011	2012	2013	2013
Informing consumers				
Total number	32	21	18	N/A
Rate per 1,000 population	0.36	0.23	0.20	3.81
Acceptability of water to consumers				
Total number	391	384	290	N/A
Rate per 1,000 population	4.44	4.28	3.24	1.91
Complaints to the Drinking Water Inspectorate				
No consumers of Hartlepool Water plc directly contacted DWI in 2013.				

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	0	Water supplied (MI/day)	0.92
Number of service reservoirs	0	Percentage from surface sources	100
Number of water supply zones	6	Percentage from ground sources	0
Length of mains pipe (km)	39	Percentage from mixed sources	0
Population served		Area of supply	
Population supplied	6,000	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
	2011	2012	2013	2013
Overall drinking water quality*	100%	100%	99.96%	99.97%
Water treatment				
Process control index	N/A	N/A	N/A	99.99%
Disinfection index	N/A	N/A	N/A	99.96%
Distribution systems				
Distribution maintenance index	100%	100%	100%	99.90%
Reservoir integrity index	N/A	N/A	N/A	99.96%
Building water systems				
Parameters influenced by domestic water systems	100%	100%	100%	99.90%

Consumer contacts

	Company figure			Industry average
	2011	2012	2013	2013
Informing consumers				
Total number	0	0	0	N/A
Rate per 1,000 population	0	0	0	3.81
Acceptability of water to consumers				
Total number	1	8	0	N/A
Rate per 1,000 population	0.22	1.13	0	1.91

Complaints to the Drinking Water Inspectorate

No consumers of Independent Water Networks Ltd directly contacted DWI in 2013.

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)	688
Number of service reservoirs	205	Percentage from surface sources	82
Number of water supply zones	75	Percentage from ground sources	6
Length of mains pipe (km)	17,000	Percentage from mixed sources	12
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
	2011	2012	2013	2013
Overall drinking water quality*	99.92%	99.94%	99.95%	99.97%
Water treatment				
Process control index	99.98%	99.99%	100%	99.99%
Disinfection index	99.94%	99.87%	99.88%	99.96%
Distribution systems				
Distribution maintenance index	99.82%	99.66%	99.80%	99.90%
Reservoir integrity index	99.95%	99.91%	99.98%	99.96%
Building water systems				
Parameters influenced by domestic water systems	99.69%	99.91%	99.91%	99.90%

Consumer contacts

	Company figure			Industry average
	2011	2012	2013	2013
Informing consumers				
Total number	767	709	631	N/A
Rate per 1,000 population	0.31	0.28	0.25	3.81
Acceptability of water to consumers				
Total number	6,461	6,710	6,485	N/A
Rate per 1,000 population	2.58	2.67	2.57	1.91
Complaints to the Drinking Water Inspectorate				
A total of 4 consumers of Northumbrian Water Ltd directly contacted DWI in 2013.				

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)	0.248
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	2,000	Media City, Salford	
Number of local authorities	1		

Drinking water quality summary data

	Company figure			Industry average
	2011	2012	2013	2013
Overall drinking water quality*	100%	100%	100%	99.97%
Water treatment				
Process control index	N/A	N/A	N/A	99.99%
Disinfection index	N/A	N/A	N/A	99.96%
Distribution systems				
Distribution maintenance index	100%	100%	100%	99.90%
Reservoir integrity index	N/A	N/A	N/A	99.96%
Building water systems				
Parameters influenced by domestic water systems	100%	100%	100%	99.90%

Consumer contacts

	Company figure			Industry average
	2011	2012	2013	2013
Informing consumers				
Total number	0	0	0	N/A
Rate per 1,000 population	0	0	0	3.81
Acceptability of water to consumers				
Total number	0	0	0	N/A
Rate per 1,000 population	0	0	0	1.91
Complaints to the Drinking Water Inspectorate				
No consumers of Peel Water Networks directly contacted DWI in 2013.				

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 (Ml/day)	180
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)	3,283	Percentage from mixed sources	0
Population served		Area of supply	
Population supplied	708,000	Hampshire, West Sussex	
Number of local authorities	9		

Drinking water quality summary data

	Company figure			Industry average
	2011	2012	2013	2013
Overall drinking water quality*	99.98%	99.96%	99.97%	99.97%
Water treatment				
Process control index	100%	100%	100%	99.99%
Disinfection index	99.96%	100%	100%	99.96%
Distribution systems				
Distribution maintenance index	99.81%	100%	99.97%	99.90%
Reservoir integrity index	100%	99.94%	99.90%	99.96%
Building water systems				
Parameters influenced by domestic water systems	99.95%	99.81%	99.87%	99.90%

Consumer contacts

	Company figure			Industry average
	2011	2012	2013	2013
Informing consumers				
Total number	410	397	341	N/A
Rate per 1,000 population	0.60	0.60	0.48	3.81
Acceptability of water to consumers				
Total number	383	365	307	N/A
Rate per 1,000 population	0.57	0.55	0.43	1.91

Complaints to the Drinking Water Inspectorate

A total of 1 consumer of Portsmouth Water Ltd directly contacted DWI in 2013.

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)	107
Number of service reservoirs	20	Percentage from surface sources	77.5
Number of water supply zones	10	Percentage from ground sources	22.5
Length of mains pipe (km)	2,813	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
	2011	2012	2013	2013
Overall drinking water quality*	99.98%	>99.99%	99.96%	99.97%
Water treatment				
Process control index	100%	100%	100%	99.99%
Disinfection index	99.95%	99.92%	99.94%	99.96%
Distribution systems				
Distribution maintenance index	99.82%	99.94%	100%	99.90%
Reservoir integrity index	100%	99.95%	100%	99.96%
Building water systems				
Parameters influenced by domestic water systems	99.95%	99.96%	99.83%	99.90%

Consumer contacts

	Company figure			Industry average
	2011	2012	2013	2013
Informing consumers				
Total number	380	462	384	N/A
Rate per 1,000 population	0.89	1.08	0.89	3.81
Acceptability of water to consumers				
Total number	477	533	439	N/A
Rate per 1,000 population	1.12	1.25	1.02	1.91
Complaints to the Drinking Water Inspectorate				
A total of 2 consumers of Sembcorp Bournemouth Water Ltd directly contacted DWI in 2013.				

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)	1,766
Number of service reservoirs	666	Percentage from surface sources	64
Number of water supply zones	204	Percentage from ground sources	33
Length of mains pipe (km)	45,955	Percentage from mixed sources	3
Population served		Area of supply	
Population supplied	7,553,000	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
	2011	2012	2013	2013
Overall drinking water quality*	99.97%	99.96%	99.97%	99.97%
Water treatment				
Process control index	99.99%	>99.99%	100%	99.99%
Disinfection index	99.96%	99.99%	99.98%	99.96%
Distribution systems				
Distribution maintenance index	99.85%	99.70%	99.91%	99.90%
Reservoir integrity index	99.96%	99.95%	99.97%	99.96%
Building water systems				
Parameters influenced by domestic water systems	99.93%	99.93%	99.86%	99.90%

Consumer contacts

	Company figure			Industry average
	2011	2012	2013	2013
Informing consumers				
Total number	1,058	1,158	1,325	N/A
Rate per 1,000 population	0.14	0.15	0.18	3.81
Acceptability of water to consumers				
Total number	11,848	13,057	14,052	N/A
Rate per 1,000 population	1.52	1.73	1.86	1.91

Complaints to the Drinking Water Inspectorate

A total of 9 consumers of Severn Trent plc directly contacted DWI in 2013.

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
	2011	2012	2013	2013
Overall drinking water quality*	99.92%	99.96%	99.97%	99.97%
Water treatment				
Process control index	100%	100%	100%	99.99%
Disinfection index	99.96%	99.91%	99.96%	99.96%
Distribution systems				
Distribution maintenance index	99.62%	99.90%	99.74%	99.90%
Reservoir integrity index	99.97%	99.92%	99.97%	99.96%
Building water systems				
Parameters influenced by domestic water systems	99.75%	99.83%	99.92%	99.90%

Consumer contacts

	Company figure			Industry average
	2011	2012	2013	2013
Informing consumers				
Total number	6,101	1,016	1,582	N/A
Rate per 1,000 population	3.00	0.50	0.78	3.81
Acceptability of water to consumers				
Total number	4,798	4,983	5,023	N/A
Rate per 1,000 population	2.36	2.45	2.47	1.91
Complaints to the Drinking Water Inspectorate				
No consumers of South East Water Ltd directly contacted DWI in 2013.				

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	23	Water supplied (MI/day)	294
Number of service reservoirs	35	Percentage from surface sources	57
Number of water supply zones	19	Percentage from ground sources	9
Length of mains pipe (km)	5,975	Percentage from mixed sources	34
Population served		Area of supply	
Population supplied	1,307,000	Staffordshire and parts of Worcestershire, Shropshire, Derbyshire and Leicestershire	
Number of local authorities	12		

Drinking water quality summary data

	Company figure			Industry average
	2011	2012	2013	2013
Overall drinking water quality*	99.97%	99.91%	99.95%	99.97%
Water treatment				
Process control index	100%	99.96%	99.97%	99.99%
Disinfection index	99.97%	99.93%	99.97%	99.96%
Distribution systems				
Distribution maintenance index	100%	99.81%	99.93%	99.90%
Reservoir integrity index	99.97%	99.92%	100%	99.96%
Building water systems				
Parameters influenced by domestic water systems	99.84%	99.75%	99.90%	99.90%

Consumer contacts

	Company figure			Industry average
	2011	2012	2013	2013
Informing consumers				
Total number	433	432	378	N/A
Rate per 1,000 population	0.34	0.33	0.28	3.81
Acceptability of water to consumers				
Total number	2,850	2,609	2,679	N/A
Rate per 1,000 population	2.21	2.02	2	1.91
Complaints to the Drinking Water Inspectorate				
A total of 1 consumer of South Staffordshire Water plc directly contacted DWI in 2013.				

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	30	Water supplied (MI/day)	442
Number of service reservoirs	312	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	1,643,000	Devon, Cornwall, Somerset (part), Dorset (part)	
Number of local authorities	17		

Drinking water quality summary data

	Company figure			Industry average
	2011	2012	2013	2013
Overall drinking water quality*	99.99%	99.97%	99.98%	99.97%
Water treatment				
Process control index	100%	99.95%	100%	99.99%
Disinfection index	99.97%	99.98%	99.97%	99.96%
Distribution systems				
Distribution maintenance index	99.94%	99.91%	99.89%	99.90%
Reservoir integrity index	99.97%	99.98%	99.97%	99.96%
Building water systems				
Parameters influenced by domestic water systems	99.97%	99.93%	99.95%	99.90%

Consumer contacts

	Company figure			Industry average
	2011	2012	2013	2013
Informing consumers				
Total number	1,113	1,602	2,349	N/A
Rate per 1,000 population	0.66	0.96	1.43	3.81
Acceptability of water to consumers				
Total number	11,653	9,377	9,909	N/A
Rate per 1,000 population	6.87	5.61	6.03	1.91
Complaints to the Drinking Water Inspectorate				
A total of 8 consumers of South West Water Ltd directly contacted DWI in 2013.				

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)	549
Number of service reservoirs	204	Percentage from surface sources	22.5
Number of water supply zones	85	Percentage from ground sources	58
Length of mains pipe (km)	14,771	Percentage from mixed sources	19.5
Population served		Area of supply	
Population supplied	2,385,000	Isle of Wight and parts of Kent, Sussex and Hampshire	
Number of local authorities	29		

Drinking water quality summary data

	Company figure			Industry average
	2011	2012	2013	2013
Overall drinking water quality*	99.95%	99.93%	99.94%	99.97%
Water treatment				
Process control index	99.98%	99.92%	99.96%	99.99%
Disinfection index	99.98%	99.99%	100%	99.96%
Distribution systems				
Distribution maintenance index	99.89%	99.94%	99.94%	99.90%
Reservoir integrity index	99.98%	99.99%	99.96%	99.96%
Building water systems				
Parameters influenced by domestic water systems	99.82%	99.79%	99.81%	99.90%

Consumer contacts

	Company figure			Industry average
	2011	2012	2013	2013
Informing consumers				
Total number	1,433	684	455	N/A
Rate per 1,000 population	0.60	0.29	0.19	3.81
Acceptability of water to consumers				
Total number	5,002	3,768	3,576	N/A
Rate per 1,000 population	2.10	1.57	1.48	1.91
Complaints to the Drinking Water Inspectorate				
A total of 6 consumers of Southern Water Services Ltd directly contacted DWI in 2013.				

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	0	Water supplied (MI/day)	1.5
Number of service reservoirs	0	Percentage from surface sources	57
Number of water supply zones	16	Percentage from ground sources	31
Length of mains pipe (km)	45	Percentage from mixed sources	12
Population served		Area of supply	
Population supplied	11,000	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	15		

Drinking water quality summary data

	Company figure			Industry average
	2011	2012	2013	2013
Overall drinking water quality*	100%	>99.99%	>99.99%	99.97%
Water treatment				
Process control index	N/A	N/A	N/A	99.99%
Disinfection index	N/A	N/A	N/A	99.96%
Distribution systems				
Distribution maintenance index	100%	100%	100%	99.90%
Reservoir integrity index	N/A	N/A	N/A	99.96%
Building water systems				
Parameters influenced by domestic water systems	100%	100%	99.88%	99.90%

Consumer contacts

	Company figure			Industry average
	2011	2012	2013	2013
Informing consumers				
Total number	2	7	1	N/A
Rate per 1,000 population	0.39	0.88	0.09	3.81
Acceptability of water to consumers				
Total number	2	6	6	N/A
Rate per 1,000 population	0.39	0.76	0.55	1.91
Complaints to the Drinking Water Inspectorate				
No consumers of SSE Water directly contacted DWI in 2013.				

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)	154
Number of service reservoirs	32	Percentage from surface sources	17
Number of water supply zones	20	Percentage from ground sources	83
Length of mains pipe (km)	3,447	Percentage from mixed sources	0
Population served		Area of supply	
Population supplied	655,000	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
	2011	2012	2013	2013
Overall drinking water quality*	99.96%	100%	99.96%	99.97%
Water treatment				
Process control index	100%	100%	100%	99.99%
Disinfection index	99.98%	100%	100%	99.96%
Distribution systems				
Distribution maintenance index	100%	100%	99.95%	99.90%
Reservoir integrity index	100%	100%	100%	99.96%
Building water systems				
Parameters influenced by domestic water systems	99.84%	>99.99%	99.86%	99.90%

Consumer contacts

	Company figure			Industry average
	2011	2012	2013	2013
Informing consumers				
Total number	106	95	125	N/A
Rate per 1,000 population	0.16	0.15	0.19	3.81
Acceptability of water to consumers				
Total number	271	386	346	N/A
Rate per 1,000 population	0.42	0.59	0.53	1.91
Complaints to the Drinking Water Inspectorate				
A total of 1 consumer of Sutton and East Surrey Water plc directly contacted DWI in 2013.				

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 (MI/day)	2,600
Number of service reservoirs	405	Percentage from surface sources	77
Number of water supply zones	247	Percentage from ground sources	23
Length of mains pipe (km)	31,187	Percentage from mixed sources	0
Population served		Area of supply	
Population supplied	9,111,000	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
	2011	2012	2013	2013
Overall drinking water quality*	99.98%	99.97%	99.99%	99.97%
Water treatment				
Process control index	100%	99.96%	>99.99%	99.99%
Disinfection index	99.95%	99.98%	99.95%	99.96%
Distribution systems				
Distribution maintenance index	99.95%	99.96%	99.97%	99.90%
Reservoir integrity index	99.94%	99.91%	99.93%	99.96%
Building water systems				
Parameters influenced by domestic water systems	99.91%	99.90%	99.94%	99.90%

Consumer contacts

	Company figure			Industry average
	2011	2012	2013	2013
Informing consumers				
Total number	43,577	54,987	193,851	N/A
Rate per 1,000 population	4.97	6.27	21.28	3.81
Acceptability of water to consumers				
Total number	5438	6022	5422	N/A
Rate per 1,000 population	0.62	0.69	0.60	1.91

Complaints to the Drinking Water Inspectorate

A total of 5 consumers of Thames Water Utilities Ltd directly contacted DWI in 2013.

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 plc

Water supply arrangements

Company assets		Water supplied	
Number of treatment works	83	Water supplied (MI/day)	1,724
Number of service reservoirs	365	Percentage from surface sources	84
Number of water supply zones	226	Percentage from ground sources	5
Length of mains pipe (km)	42,645	Percentage from mixed sources	11
Population served		Area of supply	
Population supplied	6,943,000	Cumbria, Lancashire, Merseyside, Greater Manchester and Cheshire	
Number of local authorities	48		

Drinking water quality summary data

	Company figure			Industry average
	2011	2012	2013	2013
Overall drinking water quality*	99.95%	99.95%	99.97%	99.97%
Water treatment				
Process control index	99.98%	99.97%	99.99%	99.99%
Disinfection index	99.98%	99.94%	99.95%	99.96%
Distribution systems				
Distribution maintenance index	99.88%	99.82%	99.85%	99.90%
Reservoir integrity index	99.96%	99.95%	99.96%	99.96%
Building water systems				
Parameters influenced by domestic water systems	99.81%	99.86%	99.88%	99.90%

Consumer contacts

	Company figure			Industry average
	2011	2012	2013	2013
Informing consumers				
Total number	1,430	1,573	1,614	N/A
Rate per 1,000 population	0.21	0.23	0.23	3.81
Acceptability of water to consumers				
Total number	16,246	15,740	14,566	N/A
Rate per 1,000 population	2.36	2.29	2.10	1.91

Complaints to the Drinking Water Inspectorate

A total of 3 consumers of United Utilities Water plc directly contacted DWI in 2013.

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	8,000	Tidworth, Wiltshire	
Number of local authorities	1		

Drinking water quality summary data

	Company figure			Industry average
	2011	2012	2013	2013
Overall drinking water quality*	100%	100%	100%	99.97%
Water treatment				
Process control index	100%	100%	100%	99.99%
Disinfection index	100%	100%	100%	99.96%
Distribution systems				
Distribution maintenance index	100%	100%	100%	99.90%
Reservoir integrity index	100%	100%	100%	99.96%
Building water systems				
Parameters influenced by domestic water systems	100%	100%	100%	99.90%

Consumer contacts

	Company figure			Industry average
	2011	2012	2013	2013
Informing consumers				
Total number	0	0	0	N/A
Rate per 1,000 population	0	0	0	3.81
Acceptability of water to consumers				
Total number	4	5	2	N/A
Rate per 1,000 population	0.48	0.61	0.24	1.91
Complaints to the Drinking Water Inspectorate				
No consumers of Veolia Water Projects Ltd directly contacted DWI in 2013.				

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	88	Water supplied (MI/day)	334
Number of service reservoirs	311	Percentage from surface sources	27
Number of water supply zones	80	Percentage from ground sources	71
Length of mains pipe (km)	11,610	Percentage from mixed sources	2
Population served		Area of supply	
Population supplied	1,244,000	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
	2011	2012	2013	2013
Overall drinking water quality*	99.98%	99.98%	99.97%	99.97%
Water treatment				
Process control index	100%	99.98%	99.98%	99.99%
Disinfection index	>99.99%	99.99%	99.89%	99.96%
Distribution systems				
Distribution maintenance index	99.91%	100%	99.91%	99.90%
Reservoir integrity index	99.96%	99.96%	99.96%	99.96%
Building water systems				
Parameters influenced by domestic water systems	99.92%	99.93%	99.90%	99.90%

Consumer contacts

	Company figure			Industry average
	2011	2012	2013	2013
Informing consumers				
Total number	1,066	1,297	1,296	N/A
Rate per 1,000 population	0.86	1.04	1.04	3.81
Acceptability of water to consumers				
Total number	2,988	3,050	2,893	N/A
Rate per 1,000 population	2.41	2.45	2.33	1.91

Complaints to the Drinking Water Inspectorate

A total of 3 consumers of Wessex Water Services Ltd directly contacted DWI in 2013.

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	73	Water supplied (MI/day)	1,249
Number of service reservoirs	353	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	4,925,000	Yorkshire	
Number of local authorities	22		

Drinking water quality summary data

	Company figure			Industry average
	2011	2012	2013	2013
Overall drinking water quality*	99.98%	99.93%	99.98%	99.97%
Water treatment				
Process control index	99.99%	99.99%	100%	99.99%
Disinfection index	99.98%	99.96%	99.99%	99.96%
Distribution systems				
Distribution maintenance index	99.84%	99.87%	99.88%	99.90%
Reservoir integrity index	99.93%	99.91%	99.98%	99.96%
Building water systems				
Parameters influenced by domestic water systems	99.95%	99.93%	99.91%	99.90%

Consumer contacts

	Company figure			Industry average
	2011	2012	2013	2013
Informing consumers				
Total number	2,268	2,424	1,655	N/A
Rate per 1,000 population	0.48	0.52	0.35	3.81
Acceptability of water to consumers				
Total number	12,043	11,506	12,879	N/A
Rate per 1,000 population	2.57	2.45	2.74	1.91
Complaints to the Drinking Water Inspectorate				
A total of 3 consumers of Yorkshire Water Services Ltd directly contacted DWI in 2013.				

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.