

Affinity Water

Water supply arrangements

| Company assets | | Water supplied | |
|------------------------------|--------------|---|-------------|
| Number of treatment works | 92 | Water supplied (l/day) | 968,259,000 |
| Number of service reservoirs | 155 | Percentage from surface sources | 35.00% |
| Number of water supply zones | 90 | Percentage from ground sources | 55.00% |
| Length of mains pipe (km) | 16,700.00 km | Percentage from mixed sources | 10.00% |
| Population served | | Area of supply | |
| Population supplied | 3,784,000 | Barnet, Brent, Buckinghamshire, Central Bedfordshire, Ealing, Essex, Harrow, Hertfordshire, Hillingdon, Kent, Luton, Surrey, Windsor and Maidenhead | |
| Number of local authorities | 41 | | |

Consumer contacts

| | Company figure | | | Industry average |
|---|----------------|------|------|------------------|
| | 2018 | 2019 | 2020 | 2020 |
| Informing consumers | | | | |
| Total number | 993 | 961 | 897 | 929 |
| Rate per 1,000 population | 0.26 | 0.25 | 0.24 | 0.30 |
| Acceptability of water to consumers | | | | |
| Total number | 3093 | 3066 | 3319 | 2,886 |
| Rate per 1,000 population | 0.82 | 0.81 | 0.88 | 1.2 |
| Complaints to the Drinking Water Inspectorate | | | | |
| A total of 1 customer of Affinity Water directly contacted DWI in 2020. | | | | |

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