

Anglian Water Services Ltd

Water supply arrangements

Company assets		Water supplied	
Number of treatment works	139	Water supplied (l/day)	1,136,350,000
Number of service reservoirs	337	Percentage from surface sources	43.51
Number of water supply zones	164	Percentage from ground sources	41.03
Length of mains pipe (km)	38,068.27 km	Percentage from mixed sources	15.46
Population served		Area of supply	
Population supplied	4,734,000	Bedford, Buckinghamshire, Cambridgeshire, Central Bedfordshire, Doncaster, Essex, Hartlepool, Lincolnshire, Milton Keynes, Norfolk, North East Lincolnshire, North Lincolnshire, Northamptonshire, Nottinghamshire, Peterborough, Rutland, Suffolk	
Number of local authorities	59		

Consumer contacts

	Company figure			Industry average
	2018	2019	2020	2020
Informing consumers				
Total number	1263	1380	1098	929
Rate per 1,000 population	0.27	0.30	0.23	0.30
Acceptability of water to consumers				
Total number	5418	5309	5592	2,886
Rate per 1,000 population	1.18	1.15	1.18	1.2
Complaints to the Drinking Water Inspectorate				
No consumers of Anglian Water Services Ltd 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>