

Bristol Water plc

Water supply arrangements

Company assets		Water supplied	
Number of treatment works	17	Water supplied (l/day)	270,650,000
Number of service reservoirs	165	Percentage from surface sources	81.00%
Number of water supply zones	27	Percentage from ground sources	13.00%
Length of mains pipe (km)	6874.9 km	Percentage from mixed sources	6.00%
Population served		Area of supply	
Population supplied	1,222,000	Gloucestershire, Wiltshire, Bristol, Somerset	
Number of local authorities	9		

Consumer contacts

	Company figure			Industry average
	2018	2019	2020	2020
Informing consumers				
Total number	838	734	565	929
Rate per 1,000 population	0.70	0.61	0.46	0.30
Acceptability of water to consumers				
Total number	2019	1766	1789	2,886
Rate per 1,000 population	1.69	1.46	1.46	1.2
Complaints to the Drinking Water Inspectorate				
No consumers of Bristol Water plc 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>