

# Dŵr Cymru Welsh Water

## Water supply arrangements

Company assets		Water supplied	
Number of treatment works	67	Water supplied (l/day)	860,376,000
Number of service reservoirs	332	Percentage from surface sources	95%
Number of water supply zones	88	Percentage from ground sources	4%
Length of mains pipe (km)	27,644.00 km	Percentage from mixed sources	1%
Population served		Area of supply	
Population supplied	3,130,000	Blaenau Gwent, Bridgend, Caerphilly, Cardiff, Carmarthenshire, Ceredigion, Conwy, Denbighshire, Flintshire, Gwynedd, Herefordshire, County of, Isle of Anglesey, Merthyr Tydfil, Monmouthshire, Neath Port Talbot, Newport, Pembrokeshire, Powys, Rhondda Cynon Taf, Swansea, Torfaen, Vale of Glamorgan, Worcestershire	
Number of local authorities	23		

## Consumer contacts

	Company figure			Industry average
	2018	2019	2020	2020
<b>Informing consumers</b>				
Total number	609	582	493	929
Rate per 1,000 population	0.20	0.19	0.16	0.30
<b>Acceptability of water to consumers</b>				
Total number	10574	9167	8833	2,886
Rate per 1,000 population	3.42	2.96	2.82	1.2
<b>Complaints to the Drinking Water Inspectorate</b>				
A total of 1 customer of Dŵr Cymru Welsh 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>