

# Hafren Dyfrdwy

## Water supply arrangements

Company assets		Water supplied	
Number of treatment works	6	Water supplied (l/day)	60,100,000
Number of service reservoirs	86	Percentage from surface sources	62.10%
Number of water supply zones	18	Percentage from ground sources	37.90%
Length of mains pipe (km)	2,2619.2 km	Percentage from mixed sources	0.00%
Population served		Area of supply	
Population supplied	203,000	Flintshire, Denbighshire, Powys, Gwynedd and Wrexham	
Number of local authorities	5		

## Consumer contacts

	Company figure			Industry average
	2018	2019	2020	2020
<b>Informing consumers</b>				
Total number	75	75	41	929
Rate per 1,000 population	0.36	0.36	0.20	0.30
<b>Acceptability of water to consumers</b>				
Total number	601	508	325	2,886
Rate per 1,000 population	2.87	2.45	1.60	1.2
<b>Complaints to the Drinking Water Inspectorate</b>				
No consumers of Hafren Dyfrdwy 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>