

# Icosa Water

## Water supply arrangements

Company assets		Water supplied	
Number of treatment works	0	Water supplied (l/day)	463,000
Number of service reservoirs	0	Percentage from surface sources	44.8%
Number of water supply zones	9	Percentage from ground sources	55.2%
Length of mains pipe (km)	19.5km	Percentage from mixed sources	0%
Population served		Area of supply	
Population supplied	3000	North Norfolk, Hailsham, East Sussex, Surrey, Kent, Isle of Wight	
Number of local authorities	9		

## Consumer contacts

	Company figure			Industry average
	2018	2019	2020	2020
<b>Informing consumers</b>				
Total number	1	0	0	929
Rate per 1,000 population	1.56	0.00	0.00	0.30
<b>Acceptability of water to consumers</b>				
Total number	2	2	4	2,886
Rate per 1,000 population	3.13	2.11	1.38	1.2
<b>Complaints to the Drinking Water Inspectorate</b>				
No consumers of Icosa 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>