

Independent Water Networks Ltd

Water supply arrangements

Company assets		Water supplied	
Number of treatment works	0	Water supplied (l/day)	4387000
Number of service reservoirs	0	Percentage from surface sources	81%
Number of water supply zones	27	Percentage from ground sources	13%
Length of mains pipe (km)	155km	Percentage from mixed sources	6%
Population served		Area of supply	
Population supplied	35,000	Buckinghamshire, Central Bedfordshire, East Riding of Yorkshire, Essex, Hertfordshire, Kent, Leeds, Milton Keynes, Newcastle upon Tyne, Northamptonshire, Tower Hamlets, Warwickshire, West Sussex	
Number of local authorities	26		

Consumer Contacts

	Company figure			Industry average
	2018	2019	2020	2020
Informing consumers				
Total number	7	6	28	929
Rate per 1,000 population	0.27	0.23	0.80	0.30
Acceptability of water to consumers				
Total number	17	21	44	2,886
Rate per 1,000 population	0.66	0.81	1.25	1.2
Complaints to the Drinking Water Inspectorate				
No consumers of Independent Water Networks 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>