

## Northumbria, Essex and Suffolk Water

### Water supply arrangements

Company assets		Water supplied	
Number of treatment works	56	Water supplied (l/day)	1,170,787,910
Number of service reservoirs	308	Percentage from surface sources	79.31%
Number of water supply zones	116	Percentage from ground sources	6.07%
Length of mains pipe (km)	26,200 km	Percentage from mixed sources	14.61%
Population served		Area of supply	
Population supplied	4,577,986	Barking and Dagenham, County Durham, Darlington, Essex, Gateshead, Havering, Middlesbrough, Newcastle upon Tyne, Norfolk, North Tyneside, North Yorkshire, Northumberland, Redbridge, Redcar and Cleveland, South Tyneside, Southend-on-Sea, Stockton-on-Tees, Suffolk, Sunderland, Thurrock	
Number of local authorities	40		

### Consumer contacts

	Company figure			Industry average
	2018*	2019*	2020	2020
<b>Informing consumers</b>				
<b>Total number</b>	956	695	783	929
<b>Rate per 1,000 population</b>	0.43	0.16	0.17	0.3
<b>Acceptability of water to consumers</b>				
<b>Total number</b>	5898	4828	4762	2,886
<b>Rate per 1,000 population</b>	2.54	2	1.04	1.2
<b>Complaints to the Drinking Water Inspectorate</b>				
A total of 1 consumer of Northumbria, Essex and Suffolk Water directly contacted DWI in 2019.				

\*NNE and ESK combined.

Note: Summary results for each company of tests for individual parameters are supplied on the DWI website at <http://www.dwi.gov.uk>