

SES Water

Water supply arrangements

Company assets		Water supplied	
Number of treatment works	8	Water supplied (l/day)	168,128,000
Number of service reservoirs	35	Percentage from surface sources	15.00%
Number of water supply zones	20	Percentage from ground sources	85.00%
Length of mains pipe (km)	3519.47 km	Percentage from mixed sources	0.00%
Population served		Area of supply	
Population supplied	712,000	Kent, Surrey, Sutton, West Sussex	
Number of local authorities	16		

Consumer contacts

	Company figure			Industry average
	2018	2019	2020	2020
Informing consumers				
Total number	263	241	139	929
Rate per 1,000 population	0.38	0.34	0.2	0.30
Acceptability of water to consumers				
Total number	403	343	420	2,886
Rate per 1,000 population	0.59	0.49	0.59	1.2
Complaints to the Drinking Water Inspectorate				
No consumers of SES 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>