

Severn Trent plc

Water supply arrangements

Company assets		Water supplied	
Number of treatment works	132	Water supplied (l/day)	1,903,150,000
Number of service reservoirs	470	Percentage from surface sources	65.4%
Number of water supply zones	201	Percentage from ground sources	32.00%
Length of mains pipe (km)	47064.4km	Percentage from mixed sources	2.6%
Population served		Area of supply	
Population supplied	8,409,000	Cheshire, Derbyshire, Nottinghamshire, Leicestershire, Warwickshire, Gloucestershire, Worcestershire, Shropshire, Staffordshire, West Midlands	
Number of local authorities	71		

Consumer contacts

	Company figure			Industry average
	2018	2019	2020	2020
Informing consumers				
Total number	2200	1776	1166	929
Rate per 1,000 population	0.28	0.23	0.14	0.30
Acceptability of water to consumers				
Total number	12736	10984	9981	2,886
Rate per 1,000 population	1.64	1.40	1.19	1.2
Complaints to the Drinking Water Inspectorate				
A total of 4 consumers of Severn Trent plc 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>