

South East Water Ltd

Water supply arrangements

Company assets		Water supplied	
Number of treatment works	91	Water supplied (l/day)	537,810,000
Number of service reservoirs	230	Percentage from surface sources	22.6%
Number of water supply zones	72	Percentage from ground sources	68.7%
Length of mains pipe (km)	14,753 km	Percentage from mixed sources	8.8%
Population served		Area of supply	
Population supplied	2,259,000	Bracknell Forest, East Sussex, Hampshire, Kent, Surrey, West Sussex, Windsor and Maidenhead, Wokingham,	
Number of local authorities	30		

Consumer contacts

	Company figure			Industry average
	2018	2019	2020	2020
Informing consumers				
Total number	589	433	332	929
Rate per 1,000 population	0.27	0.19	0.15	0.30
Acceptability of water to consumers				
Total number	3320	3067	3092	2,886
Rate per 1,000 population	1.52	1.37	1.37	1.2
Complaints to the Drinking Water Inspectorate				
A total of 1 consumer of South East Water 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>