

## South Staffordshire Water plc

### Water supply arrangements

Company assets		Water supplied	
Number of treatment works	20	Water supplied (l/day)	365,740,000
Number of service reservoirs	36	Percentage from surface sources	40.5%
Number of water supply zones	21	Percentage from ground sources	37.9%
Length of mains pipe (km)	6,328.97km	Percentage from mixed sources	21.6%
Population served		Area of supply	
Population supplied	1,359,000	Staffordshire, Worcestershire, Shropshire, Derbyshire and Leicestershire, West Midlands	
Number of local authorities	12		

### Consumer contacts

	Company figure			Industry average
	2018	2019	2020	2020
<b>Informing consumers</b>				
Total number	351	255	224	929
Rate per 1,000 population	0.27	0.19	0.16	0.30
<b>Acceptability of water to consumers</b>				
Total number	2240	1789	1548	2,886
Rate per 1,000 population	1.70	1.34	1.14	1.2
<b>Complaints to the Drinking Water Inspectorate</b>				
A total of 1 consumer 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>