

Southern Water Services Ltd

Water supply arrangements

Company assets		Water supplied	
Number of treatment works	90	Water supplied (l/day)	562,475,000
Number of service reservoirs	217	Percentage from surface sources	25.00%
Number of water supply zones	74	Percentage from ground sources	64.00%
Length of mains pipe (km)	13,959 km	Percentage from mixed sources	11.00%
Population served		Area of supply	
Population supplied	2,572,000	Brighton and Hove, East Sussex, Hampshire, Isle of Wight, Kent, Medway, Southampton, West Sussex	
Number of local authorities	34		

Consumer contacts

	Company figure			Industry average
	2018	2019	2020	2020
Informing consumers				
Total number	382	469	351	929
Rate per 1,000 population	0.15	0.18	0.14	0.30
Acceptability of water to consumers				
Total number	3172	3074	2766	2,886
Rate per 1,000 population	1.26	1.21	1.08	1.2
Complaints to the Drinking Water Inspectorate				
A total of 2 consumers of Southern Water Services 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>