

Southwestern and Bournemouth Water

Water supply arrangements

Company assets		Water supplied	
Number of treatment works	40	Water supplied (l/day)	611,797,000
Number of service reservoirs	280	Percentage from surface sources	92.00%
Number of water supply zones	44	Percentage from ground sources	8.00%
Length of mains pipe (km)	18,232km	Percentage from mixed sources	0.00%
Population served		Area of supply	
Population supplied	2136518	Dorset, Cornwall, Devon, Somerset, Hampshire,	
Number of local authorities	23		

Consumer contacts

	Company figure			Industry average
	2018	2019	2020	2020
Informing consumers				
Total number	725	780	482	929
Rate per 1,000 population	0.67	0.66	0.23	0.30
Acceptability of water to consumers				
Total number	5199	5364	3792	2,886
Rate per 1,000 population	3.57	3.89	1.77	1.2
Complaints to the Drinking Water Inspectorate				
A total of 1 consumer of Southwestern and Bournemouth 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>