

Thames Water Utilities Ltd

Water supply arrangements

Company assets		Water supplied	
Number of treatment works	107	Water supplied (l/day)	2,837,380,000
Number of service reservoirs	417	Percentage from surface sources	76.00%
Number of water supply zones	254	Percentage from ground sources	24.00%
Length of mains pipe (km)	31624 km	Percentage from mixed sources	0.00%
Population served		Area of supply	
Population supplied	9,845,000	Barnet, Bexley, Brent, Bromley, Buckinghamshire, Camden, City of London, Croydon, Ealing, Enfield, Essex, Gloucestershire, Greenwich, Hackney, Hammersmith and Fulham, Hampshire, Haringey, Hertfordshire, Hounslow, Islington, Kensington and Chelsea, Kent, Kingston upon Thames, Lambeth, Lewisham, Merton, Newham, Oxfordshire, Reading, Redbridge, Richmond upon Thames, Slough, Southwark, Surrey, Swindon, Tower Hamlets, Waltham Forest, Wandsworth, West Berkshire, Westminster, Wiltshire, Windsor and Maidenhead, Wokingham	
Number of local authorities	71		

Consumer contacts

	Company figure			Industry average
	2018	2019	2020	2019
Informing consumers				
Total number	16681	12808	80960	929
Rate per 1,000 population	1.66	1.25	8.22	0.30
Acceptability of water to consumers				
Total number	6105	6302	5359	2,886
Rate per 1,000 population	0.61	0.62	0.54	1.2
Complaints to the Drinking Water Inspectorate				
A total of 2 consumers of Thames Water Utilities 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>

