

United Utilities Water Ltd

Water supply arrangements

Company assets		Water supplied	
Number of treatment works	93	Water supplied (l/day)	1,821,444,000
Number of service reservoirs	357	Percentage from surface sources	84.00%
Number of water supply zones	229	Percentage from ground sources	5.00%
Length of mains pipe (km)	42,198.05 km	Percentage from mixed sources	11.00%
Population served		Area of supply	
Population supplied	7,319,000	Blackburn with Darwen, Blackpool, Bolton, Bury, Cheshire East, Cheshire West and Chester, Cumbria, Derbyshire, Halton, Knowsley, Lancashire, Liverpool, Manchester, Oldham, Rochdale, Salford, Sefton, St. Helens, Stockport, Tameside, Trafford, Warrington, Wigan, Wirral	
Number of local authorities	44		

Consumer contacts

	Company figure			Industry average
	2018	2019	2020	2020
Informing consumers				
Total number	392	981	786	929
Rate per 1,000 population	0.55	0.14	0.11	0.30
Acceptability of water to consumers				
Total number	282	13950	13379	2,886
Rate per 1,000 population	0.39	1.93	1.83	1.2
Complaints to the Drinking Water Inspectorate				
A total of 20 consumers of United Utilities 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>