

Wessex Water Services Ltd

Water supply arrangements

Company assets		Water supplied	
Number of treatment works	93	Water supplied (l/day)	348,399,449
Number of service reservoirs	336	Percentage from surface sources	23.69%
Number of water supply zones	78	Percentage from ground sources	73.56%
Length of mains pipe (km)	11,848.00 km	Percentage from mixed sources	2.72%
Population served		Area of supply	
Population supplied	1,325,000	Somerset, Dorset, Wiltshire, Gloucestershire and Devon	
Number of local authorities	15		

Consumer contacts

	Company figure			Industry average
	2018	2019	2020	2019
Informing consumers				
Total number	966	1051	979	929
Rate per 1,000 population	0.74	0.80	0.74	0.30
Acceptability of water to consumers				
Total number	2010	2097	1984	2,886
Rate per 1,000 population	1.54	1.59	1.50	1.2
Complaints to the Drinking Water Inspectorate				
No consumers of Wessex 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>