

# Yorkshire Water Services Ltd

## Water supply arrangements

Company assets		Water supplied	
Number of treatment works	53	Water supplied (l/day)	1,275,698,000
Number of service reservoirs	350	Percentage from surface sources	80.00%
Number of water supply zones	89	Percentage from ground sources	20.00%
Length of mains pipe (km)	31,790.00 km	Percentage from mixed sources	0.00%
Population served		Area of supply	
Population supplied	5,071,000	Barnsley, Bradford, Calderdale, Doncaster, East Riding of Yorkshire, Kingston upon Hull, City of, Kirklees, Leeds, North Lincolnshire, North Yorkshire, Nottinghamshire, Rotherham, Sheffield, Wakefield, York	
Number of local authorities	22		

## Consumer contacts

	Company figure			Industry average
	2018	2019	2020	2019
<b>Informing consumers</b>				
Total number	2185	1533	1283	929
Rate per 1,000 population	0.43	0.31	0.26	0.30
<b>Acceptability of water to consumers</b>				
Total number	8298	6573	5890	2,886
Rate per 1,000 population	1.64	1.31	1.17	1.2
<b>Complaints to the Drinking Water Inspectorate</b>				
A total of 1 consumers of Yorkshire 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>