

Bournemouth Water Ltd

Water supply arrangements

Company assets		Water supplied	
Number of treatment works	7	Water supplied (MI/day)	110,254,000
Number of service reservoirs	20	Percentage from surface sources	88%
Number of water supply zones	10	Percentage from ground sources	12%
Length of mains pipe (km)	2,835	Percentage from mixed sources	0%
Population served		Area of supply	
Population supplied	423,000	Parts of Dorset, Hampshire and Wiltshire	
Number of local authorities	6		

Drinking water quality summary data

	Company figure			Industry average
	2014	2015	2016	2016
Overall drinking water quality*	>99.99%	100%	99.98%	99.96%
Water treatment				
Process control index	100%	100%	100%	> 99.99%
Disinfection index	99.95%	100%	100%	99.99%
Distribution systems				
Distribution maintenance index	99.94%	100%	100%	99.92%
Reservoir integrity index	99.95%	99.91%	100%	99.97%
Building water systems				
Parameters influenced by domestic water systems	100%	>99.99%	99.91%	99.85%

Consumer contacts

	Company figure			Industry average
	2014	2015	2016	2016
Informing consumers				
Total number	188	306	253	N/A
Rate per 1,000 population	0.44	0.71	0.60	1.42
Acceptability of water to consumers				
Total number	250	362	396	N/A
Rate per 1,000 population	0.59	0.84	0.94	1.35
Complaints to the Drinking Water Inspectorate				
No consumers of Sembcorp Bournemouth Water Ltd directly contacted DWI in 2016.				

Note: Summary results for each company of tests for individual parameters are supplied on the DWI website at <http://www.dwi.gov.uk>

* Overall drinking water quality as represented by mean zonal compliance for 39 parameters.