

SSE Water

Water supply arrangements

Company assets		Water supplied	
Number of treatment works	N/A	Water supplied (MI/day)	3,712,500
Number of service reservoirs	N/A	Percentage from surface sources	57%
Number of water supply zones	21	Percentage from ground sources	29%
Length of mains pipe (km)	94	Percentage from mixed sources	14%
Population served		Area of supply	
Population supplied	29,000	Old Sarum, near Salisbury; Hale Village, Tottenham; Graylingwell, Chichester; Bromley Common, Bromley; Kennet Island, Reading; Park Views, Epsom; Llanilid Park, South Wales; Kingsmere, Bicester; Great Western Park, Didcot; Barking Riverside, Barking; Farndon Road, Market Harborough	
Number of local authorities	22		

Drinking water quality summary data

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

Consumer contacts

	Company figure			Industry average
	2014	2015	2016	2016
Informing consumers				
Total number	6	15	12	N/A
Rate per 1,000 population	0.39	0.72	0.42	1.42
Acceptability of water to consumers				
Total number	4	10	6	N/A
Rate per 1,000 population	0.26	0.48	0.21	1.35
Complaints to the Drinking Water Inspectorate				
No consumers of SSE Water 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.