

# Affinity Water

## Water supply arrangements

Company assets		Water supplied	
Number of treatment works	97	Water supplied (MI/day)	928,860,000
Number of service reservoirs	156	Percentage from surface sources	37%
Number of water supply zones	87	Percentage from ground sources	63%
Length of mains pipe (km)	16,568 km	Percentage from mixed sources	0%
Population served		Area of supply	
Population supplied	3,714,000	Hertfordshire, Bedfordshire, Essex, Buckinghamshire, Berkshire, Kent, Surrey and 9 London boroughs	
Number of local authorities	41		

## Drinking water quality summary data

	Company figure			Industry average
	2015	2016	2017	2017
<b>Overall drinking water quality*</b>	99.99%	99.96%	99.95%	99.96%
<b>Water treatment</b>				
Process control index	99.99%	100%	100%	99.99%
Disinfection index	99.99%	> 99.99%	99.99%	99.99%
<b>Distribution systems</b>				
Distribution maintenance index	99.99%	99.99%	99.99%	99.93%
Reservoir integrity index	99.97%	99.94%	99.92%	99.96%
<b>Building water systems</b>				
Parameters influenced by domestic water systems	99.94%	99.81%	99.85%	99.84%

## Consumer contacts

	Company figure			Industry average
	2015	2016	2017	2017
<b>Informing consumers</b>				
Total number	1,464	1,410	1,240	1,791
Rate per 1,000 population	0.40	0.38	0.33	0.50
<b>Acceptability of water to consumers</b>				
Total number	3,552	3,526	3,070	3,125
Rate per 1,000 population	0.98	0.96	0.83	1.31
<b>Complaints to the Drinking Water Inspectorate</b>				
A total of 2 consumers of Affinity Water directly contacted DWI in 2017.				

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.