

# Anglian Water Services Ltd

## Water supply arrangements

Company assets		Water supplied	
Number of treatment works	145	Water supplied (MI/day)	1,099,510,000
Number of service reservoirs	328	Percentage from surface sources	40%
Number of water supply zones	164	Percentage from ground sources	42%
Length of mains pipe (km)	38,325 km	Percentage from mixed sources	18%
Population served		Area of supply	
Population supplied	4,556,000	Bedfordshire, Buckinghamshire, Cambridgeshire, Essex, Hartlepool, Leicestershire, Lincolnshire, Norfolk, Northamptonshire, Nottinghamshire, Suffolk	
Number of local authorities	45		

## Drinking water quality summary data

	Company figure			Industry average
	2015	2016	2017	2017
<b>Overall drinking water quality*</b>	99.97%	99.97%	99.96%	99.96%
<b>Water treatment</b>				
Process control index	100%	99.99%	99.99%	99.99%
Disinfection index	99.98%	99.99%	99.99%	99.99%
<b>Distribution systems</b>				
Distribution maintenance index	99.95%	99.96%	99.95%	99.93%
Reservoir integrity index	99.96%	99.99%	99.99%	99.96%
<b>Building water systems</b>				
Parameters influenced by domestic water systems	99.9%	99.9%	99.83%	99.84%

## Consumer contacts

	Company figure			Industry average
	2015	2016	2017	2017
<b>Informing consumers</b>				
Total number	1,469	1,385	1,337	1,791
Rate per 1,000 population	0.33	0.31	0.29	0.50
<b>Acceptability of water to consumers</b>				
Total number	5,902	6,049	5,618	3,125
Rate per 1,000 population	1.33	1.35	1.23	1.31
<b>Complaints to the Drinking Water Inspectorate</b>				
A total of 1 consumer of Anglian Water Services Ltd 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.