

# Icosa Water

## Water supply arrangements

Company assets		Water supplied	
Number of treatment works	0	Water supplied (MI/day)	96,000
Number of service reservoirs	0	Percentage from surface sources	0%
Number of water supply zones	1	Percentage from ground sources	100%
Length of mains pipe (km)	8 km	Percentage from mixed sources	0%
Population served		Area of supply	
Population supplied	1,000	North Norfolk	
Number of local authorities	1		

## Drinking water quality summary data

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

## Consumer contacts

	Company figure			Industry average
	2015	2016	2017	2017
<b>Informing consumers</b>				
Total number	N/A	N/A	0	1,791
Rate per 1,000 population	N/A	N/A	0.00	0.50
<b>Acceptability of water to consumers</b>				
Total number	N/A	N/A	2	3,125
Rate per 1,000 population	N/A	N/A	3.33	1.31
<b>Complaints to the Drinking Water Inspectorate</b>				
No consumers of Icosa 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.