

Independent Water Networks Ltd

Water supply arrangements

Company assets		Water supplied	
Number of treatment works	0	Water supplied (MI/day)	3,115,000
Number of service reservoirs	0	Percentage from surface sources	58%
Number of water supply zones	10	Percentage from ground sources	38%
Length of mains pipe (km)	83 km	Percentage from mixed sources	4%
Population served		Area of supply	
Population supplied	23,000	Priors Hall and Long Croft Road, Corby, Great Billing Way, Northampton, Brooklands, Milton Keynes, Kings Cross, London, The Bridge, Dartford	
Number of local authorities	11		

Drinking water quality summary data

	Company figure			Industry average
	2015	2016	2017	2017
Overall drinking water quality*	99.8%	100%	99.93%	99.96%
Water treatment				
Process control index	100%	100%	%	99.99%
Disinfection index	N/A%	N/A%	N/A%	99.99%
Distribution systems				
Distribution maintenance index	100%	100%	100%	99.93%
Reservoir integrity index	N/A%	N/A%	N/A%	99.96%
Building water systems				
Parameters influenced by domestic water systems	99.21%	100%	99.72%	99.84%

Consumer contacts

	Company figure			Industry average
	2015	2016	2017	2017
Informing consumers				
Total number	0	3	6	1,791
Rate per 1,000 population	0.00	0.18	0.27	0.50
Acceptability of water to consumers				
Total number	11	8	15	3,125
Rate per 1,000 population	0.99	0.48	0.66	1.31
Complaints to the Drinking Water Inspectorate				
No consumers of Independent Water Networks 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.