

# Northumbrian Water Ltd

## Water supply arrangements

Company assets		Water supplied	
Number of treatment works	34	Water supplied (MI/day)	670,517,000
Number of service reservoirs	204	Percentage from surface sources	83%
Number of water supply zones	64	Percentage from ground sources	7%
Length of mains pipe (km)	17,325 km	Percentage from mixed sources	10%
Population served		Area of supply	
Population supplied	2,476,000	Northumberland (Northumberland County Council) (large part) County Durham (Durham County Council) (large part) North Yorkshire (North Yorkshire County Council) (part) Cumbria (Cumbria County Council) (very small part)	
Number of local authorities	26		

## Drinking water quality summary data

	Company figure			Industry average
	2015	2016	2017	2017
<b>Overall drinking water quality*</b>	99.95%	99.92%	99.94%	99.96%
<b>Water treatment</b>				
Process control index	100%	> 99.99%	99.97%	99.99%
Disinfection index	99.69%	99.95%	99.88%	99.99%
<b>Distribution systems</b>				
Distribution maintenance index	99.78%	99.85%	99.91%	99.93%
Reservoir integrity index	99.98%	> 99.99%	99.95%	99.96%
<b>Building water systems</b>				
Parameters influenced by domestic water systems	99.86%	99.68%	99.83%	99.84%

## Consumer contacts

	Company figure			Industry average
	2015	2016	2017	2017
<b>Informing consumers</b>				
Total number	741	662	596	1,791
Rate per 1,000 population	0.29	0.26	0.24	0.50
<b>Acceptability of water to consumers</b>				
Total number	4,906	5,073	4,476	3,125
Rate per 1,000 population	1.95	2.02	1.79	1.31
<b>Complaints to the Drinking Water Inspectorate</b>				
A total of 2 consumers of Northumbrian Water 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.