

# Portsmouth Water Ltd

## Water supply arrangements

Company assets		Water supplied	
Number of treatment works	19	Water supplied (MI/day)	185,731,000
Number of service reservoirs	32	Percentage from surface sources	40%
Number of water supply zones	13	Percentage from ground sources	60%
Length of mains pipe (km)	3,329 km	Percentage from mixed sources	0%
Population served		Area of supply	
Population supplied	708,000	Hampshire, West Sussex	
Number of local authorities	9		

## Drinking water quality summary data

	Company figure			Industry average
	2015	2016	2017	2017
<b>Overall drinking water quality*</b>	99.943%	99.99%	99.93%	99.96%
<b>Water treatment</b>				
Process control index	100%	100%	100%	99.99%
Disinfection index	100%	100%	100%	99.99%
<b>Distribution systems</b>				
Distribution maintenance index	100%	100%	100%	99.93%
Reservoir integrity index	100%	100%	100%	99.96%
<b>Building water systems</b>				
Parameters influenced by domestic water systems	99.76%	99.96%	99.81%	99.84%

## Consumer contacts

	Company figure			Industry average
	2015	2016	2017	2017
<b>Informing consumers</b>				
Total number	495	434	398	1,791
Rate per 1,000 population	0.71	0.62	0.56	0.50
<b>Acceptability of water to consumers</b>				
Total number	398	468	389	3,125
Rate per 1,000 population	0.57	0.67	0.55	1.31
<b>Complaints to the Drinking Water Inspectorate</b>				
No consumers of Portsmouth 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.