

SES

Water supply arrangements

Company assets		Water supplied	
Number of treatment works	8	Water supplied (MI/day)	164,363,000
Number of service reservoirs	35	Percentage from surface sources	15%
Number of water supply zones	20	Percentage from ground sources	85%
Length of mains pipe (km)	3,475 km	Percentage from mixed sources	0%
Population served		Area of supply	
Population supplied	688,000	Parts of Surrey, Sussex, Kent, London borough of Sutton, London borough of Croydon and London borough of Merton	
Number of local authorities	16		

Drinking water quality summary data

	Company figure			Industry average
	2015	2016	2017	2017
Overall drinking water quality*	99.95%	99.98%	99.98%	99.96%
Water treatment				
Process control index	100%	100%	100%	99.99%
Disinfection index	100%	100%	99.95%	99.99%
Distribution systems				
Distribution maintenance index	100%	99.95%	100%	99.93%
Reservoir integrity index	100%	99.90%	100%	99.96%
Building water systems				
Parameters influenced by domestic water systems	99.79%	99.93%	100%	99.84%

Consumer contacts

	Company figure			Industry average
	2015	2016	2017	2017
Informing consumers				
Total number	100	210	192	1,791
Rate per 1,000 population	0.15	0.31	0.28	0.50
Acceptability of water to consumers				
Total number	437	389	383	3,125
Rate per 1,000 population	0.65	0.57	0.56	1.31
Complaints to the Drinking Water Inspectorate				
No consumers of SES 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.