

## SSE Water

### Water supply arrangements

Company assets		Water supplied	
Number of treatment works	0	Water supplied (MI/day)	4,408,000
Number of service reservoirs	0	Percentage from surface sources	55%
Number of water supply zones	21	Percentage from ground sources	32%
Length of mains pipe (km)	109 km	Percentage from mixed sources	14%
Population served		Area of supply	
Population supplied	34,000	Old Sarum, near Salisbury; Llanilid Park, South Wales; Hale Village, Tottenham; Kennet Island, Reading; Bromley Common, Bromley; Park Views, Epsom; Graylingwell, Chichester; Kingsmere, Bicester; Great Western Park, Didcot; New South Quarter, Croydon; Barking Riverside, Barking; Farndon Road, Market Harborough, Brewery Square, Dorchester; Marine Wharf, Deptford; Nine Elms, Battersea; Norwich Common, Wynmondham; Hills Farm, Horsham; East Greenwich; Newlands, Waterlooville; Emersons Green, Bristol; Kingsbrook, Aylsebury	
Number of local authorities	21		

### Drinking water quality summary data

	Company figure			Industry average
	2015	2016	2017	2017
<b>Overall drinking water quality*</b>	>99.99%	100%	99.91%	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	100%	100%	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	100%	100%	99.60%	99.84%

### Consumer contacts

	Company figure			Industry average
	2015	2016	2017	2017
<b>Informing consumers</b>				
Total number	15	12	12	1,791
Rate per 1,000 population	0.72	0.42	0.35	0.50
<b>Acceptability of water to consumers</b>				
Total number	10	6	13	3,125
Rate per 1,000 population	0.48	0.21	0.38	1.31
<b>Complaints to the Drinking Water Inspectorate</b>				
No consumers of SSE 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.