

South Staffordshire Water plc

Water supply arrangements

Company assets		Water supplied	
Number of treatment works	20	Water supplied (MI/day)	339,850,000
Number of service reservoirs	37	Percentage from surface sources	54%
Number of water supply zones	20	Percentage from ground sources	37%
Length of mains pipe (km)	5,621 km	Percentage from mixed sources	9%
Population served		Area of supply	
Population supplied	1,322,000	Staffordshire and parts of Worcestershire, Shropshire, Derbyshire and Leicestershire	
Number of local authorities	12		

Drinking water quality summary data

	Company figure			Industry average
	2015	2016	2017	2017
Overall drinking water quality*	99.87%	99.97%	99.98%	99.96%
Water treatment				
Process control index	99.95%	99.92%	100%	99.99%
Disinfection index	99.99%	100%	99.96%	99.99%
Distribution systems				
Distribution maintenance index	99.97%	100%	99.82%	99.93%
Reservoir integrity index	100%	99.95%	100%	99.96%
Building water systems				
Parameters influenced by domestic water systems	99.61%	99.93%	99.94%	99.84%

Consumer contacts

	Company figure			Industry average
	2015	2016	2017	2017
Informing consumers				
Total number	283	436	341	1,791
Rate per 1,000 population	0.22	0.34	0.26	0.50
Acceptability of water to consumers				
Total number	2,925	2,432	2,022	3,125
Rate per 1,000 population	2.27	1.88	1.53	1.31
Complaints to the Drinking Water Inspectorate				
A total of 1 consumer of South Staffordshire Water plc 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.