

# Thames Water Utilities Ltd

## Water supply arrangements

Company assets		Water supplied	
Number of treatment works	115	Water supplied (MI/day)	2,671,130,000
Number of service reservoirs	410	Percentage from surface sources	77%
Number of water supply zones	252	Percentage from ground sources	23%
Length of mains pipe (km)	31,374 km	Percentage from mixed sources	0%
Population served		Area of supply	
Population supplied	9,947,000	Bedfordshire (part), Berkshire (part), Buckinghamshire (part), Essex (part), Gloucestershire (part), Hampshire (part), Hertfordshire, Kent (part), Inner London, Outer London (part), Oxfordshire, Surrey (part), West Sussex (part), Warwickshire (part), Wiltshire (part)	
Number of local authorities	65		

## Drinking water quality summary data

	Company figure			Industry average
	2015	2016	2017	2017
<b>Overall drinking water quality*</b>	99.96%	99.96%	99.96%	99.96%
<b>Water treatment</b>				
Process control index	>99.99%	> 99.99%	100%	99.99%
Disinfection index	99.98%	99.99%	99.96%	99.99%
<b>Distribution systems</b>				
Distribution maintenance index	99.92%	99.97%	99.98%	99.93%
Reservoir integrity index	99.92%	99.93%	99.97%	99.96%
<b>Building water systems</b>				
Parameters influenced by domestic water systems	99.82%	99.83%	99.83%	99.84%

## Consumer contacts

	Company figure			Industry average
	2015	2016	2017	2017
<b>Informing consumers</b>				
Total number	234,277	245,547	35,294	1,791
Rate per 1,000 population	24.82	25.49	3.55	0.50
<b>Acceptability of water to consumers</b>				
Total number	6,021	5,831	5,774	3,125
Rate per 1,000 population	0.64	0.61	0.58	1.31
<b>Complaints to the Drinking Water Inspectorate</b>				
A total of 3 consumers of Thames Water Utilities 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.