

Bournemouth Water Ltd

Water supply arrangements

Company assets		Water supplied	
Number of treatment works	7	Water supplied (l/day)	111,200,000
Number of service reservoirs	20	Percentage from surface sources	88.00%
Number of water supply zones	10	Percentage from ground sources	12.00%
Length of mains pipe (km)	2,832.00 km	Percentage from mixed sources	0.00%
Population served		Area of supply	
Population supplied	423,000	Parts of Dorset, Hampshire and Wiltshire	
Number of local authorities	6		

Drinking water quality summary data

	Company figure			Industry average
	2016	2017	2018	2018
Overall drinking water quality*	99.98%	100.00%	>99.99%	99.95%
Water treatment				
Process control index	100.00%	100.00%	100.00%	99.99%
Disinfection index	100.00%	99.99%	100.00%	99.99%
Distribution systems				
Distribution maintenance index	100.00%	100.00%	100.00%	99.92%
Reservoir integrity index	100.00%	99.90%	99.80%	99.92%
Building water systems				
Parameters influenced by domestic water systems	99.91%	100.00%	99.95%	99.82%

Consumer contacts

	Company figure			Industry average
	2016	2017	2018	2018
Informing consumers				
Total number	253	189	145	1,149
Rate per 1,000 population	0.60	0.45	0.34	0.45
Acceptability of water to consumers				
Total number	396	380	321	3,208
Rate per 1,000 population	0.94	0.90	0.76	1.31
Complaints to the Drinking Water Inspectorate				
A total of 1 consumer of Bournemouth Water Ltd directly contacted DWI in 2018.				

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.