

# Yorkshire Water Services Ltd

## Water supply arrangements

Company assets		Water supplied	
Number of treatment works	54	Water supplied (l/day)	1,298,227,000
Number of service reservoirs	350	Percentage from surface sources	80.00%
Number of water supply zones	65	Percentage from ground sources	20.00%
Length of mains pipe (km)	31,605.00 km	Percentage from mixed sources	0.00%
Population served		Area of supply	
Population supplied	5,045,276	Yorkshire	
Number of local authorities	22		

## Drinking water quality summary data

	Company figure			Industry average
	2016	2017	2018	2018
<b>Overall drinking water quality*</b>	99.96%	99.95%	99.96%	99.95%
<b>Water treatment</b>				
Process control index	>99.99%	99.99%	99.99%	99.99%
Disinfection index	99.97%	99.99%	99.99%	99.99%
<b>Distribution systems</b>				
Distribution maintenance index	99.93%	99.92%	99.87%	99.92%
Reservoir integrity index	99.98%	99.94%	99.99%	99.92%
<b>Building water systems</b>				
Parameters influenced by domestic water systems	99.83%	99.81%	99.87%	99.82%

## Consumer contacts

	Company figure			Industry average
	2016	2017	2018	2018
<b>Informing consumers</b>				
Total number	4,203	1,814	2,185	1,149
Rate per 1,000 population	0.84	0.35	0.43	0.45
<b>Acceptability of water to consumers</b>				
Total number	9,673	7,913	8,298	3,208
Rate per 1,000 population	1.94	1.51	1.64	1.31
<b>Complaints to the Drinking Water Inspectorate</b>				
A total of 6 consumers of Yorkshire Water Services 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.