

Icosa Water

Water supply arrangements

Company assets		Water supplied	
Number of treatment works	0	Water supplied (l/day)	158,000
Number of service reservoirs	0	Percentage from surface sources	0.00%
Number of water supply zones	7	Percentage from ground sources	79.00%
Length of mains pipe (km)	16.00 km	Percentage from mixed sources	21.00%
Population served		Area of supply	
Population supplied	0	North Norfolk, Hailsham, East Sussex	
Number of local authorities	2		

Drinking water quality summary data

	Company figure			Industry average
	2017	2018	2019	2019
Overall drinking water quality*	100.00%	100.00%	99.99%	99.96%
Water treatment				
Process control index	N/A%	N/A%	N/A%	99.99%
Disinfection index	N/A%	N/A%	N/A%	>99.99%
Distribution systems				
Distribution maintenance index	100.00%	100.00%	100.00%	99.92%
Reservoir integrity index	N/A%	N/A%	N/A%	99.96%
Building water systems				
Parameters influenced by domestic water systems	100.00%	100.00%	100.00%	99.82%

Consumer contacts

	Company figure			Industry average
	2017	2018	2019	2019
Informing consumers				
Total number	0	1	0	929
Rate per 1,000 population	0.00	1.56	0.00	0.30
Acceptability of water to consumers				
Total number	2	2	2	2,886
Rate per 1,000 population	3.33	3.13	2.11	1.2
Complaints to the Drinking Water Inspectorate				
No consumers of Icosa Water directly contacted DWI in 2019.				

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.