

Independent Water Networks Ltd

Water supply arrangements

| Company assets | | Water supplied | |
|------------------------------|-----------|----------------------------------------------------------------------------------------------------------------|-----------|
| Number of treatment works | 0 | Water supplied (l/day) | 3,774,000 |
| Number of service reservoirs | 0 | Percentage from surface sources | 39.00% |
| Number of water supply zones | 17 | Percentage from ground sources | 6.00% |
| Length of mains pipe (km) | 111.00 km | Percentage from mixed sources | 55.00% |
| Population served | | Area of supply | |
| Population supplied | 26,000 | Aylsebury, Camden, Corby, Crawley, Dartford, Greenwich, Kent, Milton Keynes, Northampton, Rutland, West Sussex | |
| Number of local authorities | 12 | | |

Drinking water quality summary data

| | Company figure | | | Industry average |
|-------------------------------------------------|----------------|---------|---------|------------------|
| | 2017 | 2018 | 2019 | 2019 |
| Overall drinking water quality* | 99.93% | 100.00% | 99.84% | 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 | 99.72% | 99.96% | 99.23% | 99.82% |

Consumer contacts

| | Company figure | | | Industry average |
|--------------------------------------------------------------------------------|----------------|------|------|------------------|
| | 2017 | 2018 | 2019 | 2019 |
| Informing consumers | | | | |
| Total number | 6 | 7 | 6 | 929 |
| Rate per 1,000 population | 0.27 | 0.27 | 0.23 | 0.30 |
| Acceptability of water to consumers | | | | |
| Total number | 15 | 17 | 21 | 2,886 |
| Rate per 1,000 population | 0.66 | 0.66 | 0.81 | 1.2 |
| Complaints to the Drinking Water Inspectorate | | | | |
| No consumers of Independent Water Networks Ltd 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.