

# Severn Trent plc

## Water supply arrangements

Company assets		Water supplied	
Number of treatment works	137	Water supplied (l/day)	1,942,210,000
Number of service reservoirs	471	Percentage from surface sources	65.00%
Number of water supply zones	198	Percentage from ground sources	32.00%
Length of mains pipe (km)	46,815.00 km	Percentage from mixed sources	3.00%
Population served		Area of supply	
Population supplied	7,857,000	Cheshire, Derbyshire, Nottinghamshire, Leicestershire, Warwickshire, Gloucestershire, Worcestershire, Shropshire, Staffordshire, West Midlands	
Number of local authorities	70		

## Drinking water quality summary data

	Company figure			Industry average
	2017	2018	2019	2019
<b>Overall drinking water quality*</b>	99.96%	99.93%	99.94%	99.96%
<b>Water treatment</b>				
Process control index	>99.99%	100%	>99.99%	99.99%
Disinfection index	99.99%	99.97%	99.98%	>99.99%
<b>Distribution systems</b>				
Distribution maintenance index	99.90%	99.93%	99.93%	99.92%
Reservoir integrity index	99.94%	99.96%	99.93%	99.96%
<b>Building water systems</b>				
Parameters influenced by domestic water systems	99.84%	99.74%	99.73%	99.82%

## Consumer contacts

	Company figure			Industry average
	2017	2018	2019	2019
<b>Informing consumers</b>				
Total number	2462	2200	1776	929
Rate per 1,000 population	0.32	0.28	0.23	0.30
<b>Acceptability of water to consumers</b>				
Total number	13359	12736	10984	2,886
Rate per 1,000 population	1.74	1.64	1.40	1.2
<b>Complaints to the Drinking Water Inspectorate</b>				
A total of 4 consumers of Severn Trent plc 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.