

## SSE Water

### Water supply arrangements

Company assets		Water supplied	
Number of treatment works	0	Water supplied (l/day)	6,061,000
Number of service reservoirs	0	Percentage from surface sources	57.00%
Number of water supply zones	25	Percentage from ground sources	31.00%
Length of mains pipe (km)	135.00 km	Percentage from mixed sources	12.00%
Population served		Area of supply	
Population supplied	47,000	Housing developments in Salisbury; South Wales; Tottenham; Reading; Bromley; Epsom; Chichester; Bicester; Didcot; Croydon; Barking; Market Harborough; Dorchester; Deptford; Battersea; Wymondham; Horsham; East Greenwich; Newlands, Waterlooville; Bristol; Wandsworth; Aylsebury; Tower Hamlets	
Number of local authorities	24		

### Drinking water quality summary data

	Company figure			Industry average
	2017	2018	2019	2019
<b>Overall drinking water quality*</b>	99.91%	99.89%	99.97%	99.96%
<b>Water treatment</b>				
Process control index	N/A%	N/A%	N/A%	99.99%
Disinfection index	N/A%	N/A%	N/A%	>99.99%
<b>Distribution systems</b>				
Distribution maintenance index	100.00%	100.00%	100.00%	99.92%
Reservoir integrity index	N/A%	N/A%	N/A%	99.96%
<b>Building water systems</b>				
Parameters influenced by domestic water systems	99.60%	99.58%	99.84%	99.82%

### Consumer contacts

	Company figure			Industry average
	2017	2018	2019	2019
<b>Informing consumers</b>				
Total number	12	9	12	929
Rate per 1,000 population	0.35	0.22	0.25	0.30
<b>Acceptability of water to consumers</b>				
Total number	13	11	15	2,886
Rate per 1,000 population	0.38	0.26	0.32	1.2
<b>Complaints to the Drinking Water Inspectorate</b>				
No consumers of SSE 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.