

# Anglian Water Services Ltd

## Water supply arrangements

Company assets		Water supplied	
Number of treatment works	135	Water supplied (l/day)	1,159,154,000
Number of service reservoirs	340	Percentage from surface sources	42.31%
Number of water supply zones	164	Percentage from ground sources	42.30%
Length of mains pipe (km)	38,584.40 km	Percentage from mixed sources	15.39%
Population served		Area of supply	
Population supplied	4,630,000	Bedfordshire, Buckinghamshire, Cambridgeshire, Essex, Hartlepool, Leicestershire, Lincolnshire, Norfolk, Northamptonshire, Nottinghamshire, Suffolk	
Number of local authorities	45		

## Drinking water quality summary data

	Company figure			Industry average
	2017	2018	2019	2019
<b>Overall drinking water quality*</b>	99.96%	99.95%	99.96%	99.96%
<b>Water treatment</b>				
Process control index	99.99%	100%	100%	99.99%
Disinfection index	99.99%	99.99%	99.99%	>99.99%
<b>Distribution systems</b>				
Distribution maintenance index	99.95%	99.93%	99.95%	99.92%
Reservoir integrity index	99.99%	99.98%	99.97%	99.96%
<b>Building water systems</b>				
Parameters influenced by domestic water systems	99.83%	99.78%	99.84%	99.82%

## Consumer contacts

	Company figure			Industry average
	2017	2018	2019	2019
<b>Informing consumers</b>				
Total number	1337	1263	1380	929
Rate per 1,000 population	0.29	0.27	0.30	0.30
<b>Acceptability of water to consumers</b>				
Total number	5618	5418	5309	2,886
Rate per 1,000 population	1.23	1.18	1.15	1.2
<b>Complaints to the Drinking Water Inspectorate</b>				
A total of 2 consumers of Anglian Water Services 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.