

Hafren Dyfrdwy

Water supply arrangements

Company assets		Water supplied	
Number of treatment works	6	Water supplied (l/day)	61,050,000
Number of service reservoirs	86	Percentage from surface sources	61.00%
Number of water supply zones	18	Percentage from ground sources	39.00%
Length of mains pipe (km)	2,606.00 km	Percentage from mixed sources	0.00%
Population served		Area of supply	
Population supplied	207,000	Flintshire, Denbighshire, Powys, Gwynedd and Wrexham	
Number of local authorities	5		

Drinking water quality summary data

	Company figure			Industry average
	2017	2018	2019	2019
Overall drinking water quality*	0.00%	99.98%	99.95%	99.96%
Water treatment				
Process control index	N/A%	100%	100%	99.99%
Disinfection index	N/A%	100%	100%	>99.99%
Distribution systems				
Distribution maintenance index	0.00%	99.76%	99.92%	99.92%
Reservoir integrity index	N/A%	99.64%	99.79%	99.96%
Building water systems				
Parameters influenced by domestic water systems	0.00%	99.93%	99.74%	99.82%

Consumer contacts

	Company figure			Industry average
	2017	2018	2019	2019
Informing consumers				
Total number	0	75	75	929
Rate per 1,000 population	0.00	0.36	0.36	0.30
Acceptability of water to consumers				
Total number	0	601	508	2,886
Rate per 1,000 population	0.00	2.87	2.45	1.2
Complaints to the Drinking Water Inspectorate				
No consumers of Hafren Dyfrdwy 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.