

# Southern Water Services Ltd

## Water supply arrangements

Company assets		Water supplied	
Number of treatment works	88	Water supplied (l/day)	550,203,000
Number of service reservoirs	206	Percentage from surface sources	24.00%
Number of water supply zones	74	Percentage from ground sources	65.00%
Length of mains pipe (km)	13,929.00 km	Percentage from mixed sources	11.00%
Population served		Area of supply	
Population supplied	2,549,000	Isle of Wight and parts of Kent, Sussex and Hampshire	
Number of local authorities	29		

## Drinking water quality summary data

	Company figure			Industry average
	2017	2018	2019	2019
<b>Overall drinking water quality*</b>	99.96%	99.98%	99.95%	99.96%
<b>Water treatment</b>				
Process control index	100%	100%	100%	99.99%
Disinfection index	99.99%	99.99%	99.97%	>99.99%
<b>Distribution systems</b>				
Distribution maintenance index	99.93%	99.97%	99.97%	99.92%
Reservoir integrity index	99.97%	99.97%	99.96%	99.96%
<b>Building water systems</b>				
Parameters influenced by domestic water systems	99.83%	99.90%	99.74%	99.82%

## Consumer contacts

	Company figure			Industry average
	2017	2018	2019	2019
<b>Informing consumers</b>				
Total number	357	382	469	929
Rate per 1,000 population	0.14	0.15	0.18	0.30
<b>Acceptability of water to consumers</b>				
Total number	3491	3172	3074	2,886
Rate per 1,000 population	1.40	1.26	1.21	1.2
<b>Complaints to the Drinking Water Inspectorate</b>				
A total of 2 consumers of Southern 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.