

Thames Water Utilities Ltd

Water supply arrangements

Company assets		Water supplied	
Number of treatment works	115	Water supplied (l/day)	2,231,030,000
Number of service reservoirs	410	Percentage from surface sources	77.00%
Number of water supply zones	252	Percentage from ground sources	23.00%
Length of mains pipe (km)	31,460.60 km	Percentage from mixed sources	0.00%
Population served		Area of supply	
Population supplied	10,060,000	Bedfordshire (part), Berkshire (part), Buckinghamshire (part), Essex (part), Gloucestershire (part), Hampshire (part), Hertfordshire, Kent (part), Inner London, Outer London (part), Oxfordshire, Surrey (part), West Sussex (part), Warwickshire (part), Wiltshire (part)	
Number of local authorities	63		

Drinking water quality summary data

	Company figure			Industry average
	2016	2017	2018	2018
Overall drinking water quality*	99.96%	99.96%	99.96%	99.95%
Water treatment				
Process control index	>99.99%	100.00%	>99.99%	99.99%
Disinfection index	99.99%	99.96%	99.99%	99.99%
Distribution systems				
Distribution maintenance index	99.97%	99.98%	99.94%	99.92%
Reservoir integrity index	99.93%	99.97%	99.98%	99.92%
Building water systems				
Parameters influenced by domestic water systems	99.83%	99.83%	99.84%	99.82%

Consumer contacts

	Company figure			Industry average
	2016	2017	2018	2018
Informing consumers				
Total number	245,547	35,294	16,681	1,149
Rate per 1,000 population	25.50	3.55	1.66	0.45
Acceptability of water to consumers				
Total number	5,831	5,774	6,105	3,208
Rate per 1,000 population	0.61	0.58	0.61	1.31
Complaints to the Drinking Water Inspectorate				
A total of 5 consumers of Thames Water Utilities Ltd directly contacted DWI in 2018.				

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.