

Affinity Water

Water supply arrangements

| Company assets | | Water supplied | |
|------------------------------|--------------|--|-------------|
| Number of treatment works | 93 | Water supplied (l/day) | 969,632,000 |
| Number of service reservoirs | 156 | Percentage from surface sources | 37.00% |
| Number of water supply zones | 89 | Percentage from ground sources | 63.00% |
| Length of mains pipe (km) | 16,600.00 km | Percentage from mixed sources | 0.00% |
| Population served | | Area of supply | |
| Population supplied | 3,758,000 | Hertfordshire, Bedfordshire, Essex, Buckinghamshire, Berkshire, Kent, Surrey and 9 London boroughs | |
| Number of local authorities | 41 | | |

Drinking water quality summary data

| | Company figure | | | Industry average |
|---|----------------|---------|---------|------------------|
| | 2016 | 2017 | 2018 | 2018 |
| Overall drinking water quality* | 99.96% | 99.95% | 99.96% | 99.95% |
| Water treatment | | | | |
| Process control index | 100.00% | 100.00% | 100.00% | 99.99% |
| Disinfection index | 99.99% | 99.99% | 99.99% | 99.99% |
| Distribution systems | | | | |
| Distribution maintenance index | 99.99% | 99.99% | 100.00% | 99.92% |
| Reservoir integrity index | 99.94% | 99.91% | 99.91% | 99.92% |
| Building water systems | | | | |
| Parameters influenced by domestic water systems | 99.81% | 99.85% | 99.83% | 99.82% |

Consumer contacts

| | Company figure | | | Industry average |
|--|----------------|-------|-------|------------------|
| | 2016 | 2017 | 2018 | 2018 |
| Informing consumers | | | | |
| Total number | 1,410 | 1,240 | 993 | 1,149 |
| Rate per 1,000 population | 0.38 | 0.33 | 0.26 | 0.45 |
| Acceptability of water to consumers | | | | |
| Total number | 3,526 | 3,070 | 3,093 | 3,208 |
| Rate per 1,000 population | 0.96 | 0.83 | 0.82 | 1.31 |
| Complaints to the Drinking Water Inspectorate | | | | |
| No consumers of Affinity Water 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.