

# Bristol Water plc

## Water supply arrangements

Company assets		Water supplied	
Number of treatment works	17	Water supplied (l/day)	279,011,000
Number of service reservoirs	164	Percentage from surface sources	83.00%
Number of water supply zones	27	Percentage from ground sources	12.00%
Length of mains pipe (km)	6,828.00 km	Percentage from mixed sources	5.00%
Population served		Area of supply	
Population supplied	1,195,000	Gloucestershire, Wiltshire, Bristol, Somerset	
Number of local authorities	9		

## Drinking water quality summary data

	Company figure			Industry average
	2016	2017	2018	2018
<b>Overall drinking water quality*</b>	99.97%	99.93%	99.99%	99.95%
<b>Water treatment</b>				
Process control index	100.00%	100.00%	100.00%	99.99%
Disinfection index	100.00%	100.00%	99.92%	99.99%
<b>Distribution systems</b>				
Distribution maintenance index	99.98%	100.00%	99.92%	99.92%
Reservoir integrity index	99.99%	99.98%	99.99%	99.92%
<b>Building water systems</b>				
Parameters influenced by domestic water systems	99.87%	99.73%	99.95%	99.82%

## Consumer contacts

	Company figure			Industry average
	2016	2017	2018	2018
<b>Informing consumers</b>				
Total number	1,089	795	838	1,149
Rate per 1,000 population	0.86	0.67	0.70	0.45
<b>Acceptability of water to consumers</b>				
Total number	2,275	1,800	2,019	3,208
Rate per 1,000 population	1.80	1.53	1.69	1.31
<b>Complaints to the Drinking Water Inspectorate</b>				
A total of 1 consumer of Bristol Water plc 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.