

Cambridge Water plc

Water supply arrangements

Company assets		Water supplied	
Number of treatment works	23	Water supplied (l/day)	83,468,000
Number of service reservoirs	33	Percentage from surface sources	0.00%
Number of water supply zones	9	Percentage from ground sources	100.00%
Length of mains pipe (km)	2,412.00 km	Percentage from mixed sources	0.00%
Population served		Area of supply	
Population supplied	348,093	Cambridge, Huntingdonshire	
Number of local authorities	3		

Drinking water quality summary data

	Company figure			Industry average
	2016	2017	2018	2018
Overall drinking water quality*	100.00%	99.86%	99.94%	99.95%
Water treatment				
Process control index	100.00%	100.00%	100.00%	99.99%
Disinfection index	99.93%	99.97%	100.00%	99.99%
Distribution systems				
Distribution maintenance index	100.00%	100.00%	100.00%	99.92%
Reservoir integrity index	100.00%	99.96%	99.96%	99.92%
Building water systems				
Parameters influenced by domestic water systems	99.95%	99.40%	99.64%	99.82%

Consumer contacts

	Company figure			Industry average
	2016	2017	2018	2018
Informing consumers				
Total number	202	237	284	1,149
Rate per 1,000 population	0.60	0.70	0.82	0.45
Acceptability of water to consumers				
Total number	280	332	273	3,208
Rate per 1,000 population	0.83	0.98	0.78	1.31
Complaints to the Drinking Water Inspectorate				
No consumers of Cambridge 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.