

# Essex and Suffolk Water

## Water supply arrangements

Company assets		Water supplied	
Number of treatment works	23	Water supplied (l/day)	462,886,000
Number of service reservoirs	100	Percentage from surface sources	82.80%
Number of water supply zones	44	Percentage from ground sources	5.00%
Length of mains pipe (km)	8,728.00 km	Percentage from mixed sources	12.20%
Population served		Area of supply	
Population supplied	1,935,000	Essex, Suffolk, Norfolk, London Borough of Barking and Dagenham, London Borough of Redbridge, London Borough of Havering	
Number of local authorities	17		

## Drinking water quality summary data

	Company figure			Industry average
	2016	2017	2018	2018
<b>Overall drinking water quality*</b>	99.96%	99.94%	99.95%	99.95%
<b>Water treatment</b>				
Process control index	99.99%	100.00%	100.00%	99.99%
Disinfection index	99.99%	99.98%	99.99%	99.99%
<b>Distribution systems</b>				
Distribution maintenance index	99.98%	99.94%	99.98%	99.92%
Reservoir integrity index	99.84%	99.97%	99.95%	99.92%
<b>Building water systems</b>				
Parameters influenced by domestic water systems	99.83%	99.74%	99.78%	99.82%

## Consumer contacts

	Company figure			Industry average
	2016	2017	2018	2018
<b>Informing consumers</b>				
Total number	879	549	395	1,149
Rate per 1,000 population	0.48	0.30	0.20	0.45
<b>Acceptability of water to consumers</b>				
Total number	1,442	1,364	1,326	3,208
Rate per 1,000 population	0.78	0.74	0.69	1.31
<b>Complaints to the Drinking Water Inspectorate</b>				
A total of 1 consumer of Essex and Suffolk 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.