

Hafren Dyfrdwy – In operation from July 2018

Water supply arrangements

Company assets		Water supplied	
Number of treatment works	7	Water supplied (l/day)	55,708,000
Number of service reservoirs	87	Percentage from surface sources	96.00%
Number of water supply zones	14	Percentage from ground sources	4.00%
Length of mains pipe (km)	2,627.00 km	Percentage from mixed sources	0.00%
Population served		Area of supply	
Population supplied	209,000	Flintshire, Denbighshire, Powys, Gwynedd and Wrexham	
Number of local authorities	5		

Drinking water quality summary data

	Company figure			Industry average
	2016	2017	2018	2018
Overall drinking water quality*	N/A%	N/A%	99.98%	99.95%
Water treatment				
Process control index	N/A%	N/A%	100.00%	99.99%
Disinfection index	N/A%	N/A%	100.00%	99.99%
Distribution systems				
Distribution maintenance index	N/A%	N/A%	99.76%	99.92%
Reservoir integrity index	N/A%	N/A%	99.64%	99.92%
Building water systems				
Parameters influenced by domestic water systems	N/A%	N/A%	99.93%	99.82%

Consumer contacts

	Company figure			Industry average
	2016	2017	2018	2018
Informing consumers				
Total number	N/A	N/A	75	1,149
Rate per 1,000 population	N/A	N/A	0.36	0.45
Acceptability of water to consumers				
Total number	N/A	N/A	601	3,208
Rate per 1,000 population	N/A	N/A	2.87	1.31
Complaints to the Drinking Water Inspectorate				
No consumers of Hafren Dyfrdwy 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.