

Independent Water Networks Ltd

Water supply arrangements

Company assets		Water supplied	
Number of treatment works	0	Water supplied (l/day)	3,532,000
Number of service reservoirs	0	Percentage from surface sources	38.00%
Number of water supply zones	13	Percentage from ground sources	4.00%
Length of mains pipe (km)	95.00 km	Percentage from mixed sources	58.00%
Population served		Area of supply	
Population supplied	26,000	Aylesbury, Camden, Corby, Crawley, Dartford, Greenwich, Kent, Milton Keynes, Northampton, Rutland, West Sussex	
Number of local authorities	12		

Drinking water quality summary data

	Company figure			Industry average
	2016	2017	2018	2018
Overall drinking water quality*	100.00%	99.93%	100.00%	99.95%
Water treatment				
Process control index	N/A%	N/A%	N/A%	99.99%
Disinfection index	N/A%	N/A%	N/A%	99.99%
Distribution systems				
Distribution maintenance index	100.00%	100.00%	100.00%	99.92%
Reservoir integrity index	N/A%	N/A%	N/A%	99.92%
Building water systems				
Parameters influenced by domestic water systems	100.00%	99.72%	99.96%	99.82%

Consumer contacts

	Company figure			Industry average
	2016	2017	2018	2018
Informing consumers				
Total number	3	6	7	1,149
Rate per 1,000 population	0.18	0.27	0.27	0.45
Acceptability of water to consumers				
Total number	8	15	17	3,208
Rate per 1,000 population	0.48	0.66	0.66	1.31
Complaints to the Drinking Water Inspectorate				
No consumers of Independent Water Networks Ltd 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.