

Northumbrian Water Ltd

Water supply arrangements

Company assets		Water supplied	
Number of treatment works	35	Water supplied (l/day)	674,180,000
Number of service reservoirs	205	Percentage from surface sources	76.90%
Number of water supply zones	64	Percentage from ground sources	6.60%
Length of mains pipe (km)	16,952.00 km	Percentage from mixed sources	16.50%
Population served		Area of supply	
Population supplied	2,594,000	Northumberland (Northumberland County Council) (large part) County Durham (Durham County Council) (large part) North Yorkshire (North Yorkshire County Council) (part) Cumbria (Cumbria County Council) (very small part)	
Number of local authorities	23		

Drinking water quality summary data

	Company figure			Industry average
	2016	2017	2018	2018
Overall drinking water quality*	99.92%	99.94%	99.95%	99.95%
Water treatment				
Process control index	>99.99%	99.97%	100.00%	99.99%
Disinfection index	99.95%	99.88%	99.89%	99.99%
Distribution systems				
Distribution maintenance index	99.85%	99.91%	99.90%	99.92%
Reservoir integrity index	>99.99%	99.95%	99.98%	99.92%
Building water systems				
Parameters influenced by domestic water systems	99.68%	99.83%	99.80%	99.82%

Consumer contacts

	Company figure			Industry average
	2016	2017	2018	2018
Informing consumers				
Total number	662	596	561	1,149
Rate per 1,000 population	0.26	0.24	0.23	0.45
Acceptability of water to consumers				
Total number	5,073	4,476	4,572	3,208
Rate per 1,000 population	2.02	1.79	1.85	1.31
Complaints to the Drinking Water Inspectorate				
A total of 2 consumers of Northumbrian Water 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.