

SSE Water

Water supply arrangements

Company assets		Water supplied	
Number of treatment works	0	Water supplied (l/day)	5,440,000
Number of service reservoirs	0	Percentage from surface sources	57.00%
Number of water supply zones	23	Percentage from ground sources	31.00%
Length of mains pipe (km)	126.00 km	Percentage from mixed sources	13.00%
Population served		Area of supply	
Population supplied	41,845	Housing developments in Salisbury; South Wales; Tottenham; Reading; Bromley; Epsom; Chichester; Bicester; Didcot; Croydon; Barking; Market Harborough; Dorchester; Deptford; Battersea; Wymondham; Horsham; East Greenwich; Newlands, Waterloooville; Bristol; Wandsworth; Aylsebury; Tower Hamlets	
Number of local authorities	24		

Drinking water quality summary data

	Company figure			Industry average
	2016	2017	2018	2018
Overall drinking water quality*	100.00%	99.91%	99.89%	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%	99.60%	99.58%	99.82%

Consumer contacts

	Company figure			Industry average
	2016	2017	2018	2018
Informing consumers				
Total number	12	12	9	1,149
Rate per 1,000 population	0.42	0.35	0.22	0.45
Acceptability of water to consumers				
Total number	6	13	11	3,208
Rate per 1,000 population	0.21	0.38	0.26	1.31
Complaints to the Drinking Water Inspectorate				
No consumers of SSE 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.