

# South West Water Ltd

## Water supply arrangements

Company assets		Water supplied	
Number of treatment works	31	Water supplied (MI/day)	438,100,000
Number of service reservoirs	266	Percentage from surface sources	93%
Number of water supply zones	32	Percentage from ground sources	6%
Length of mains pipe (km)	15,000	Percentage from mixed sources	1%
Population served		Area of supply	
Population supplied	1,726,553	Devon, Cornwall, Somerset (part), Dorset (part)	
Number of local authorities	17		

## Drinking water quality summary data

	Company figure			Industry average
	2014	2015	2016	2016
<b>Overall drinking water quality*</b>	99.96%	99.97%	99.96%	99.96%
<b>Water treatment</b>				
Process control index	100%	100%	100%	> 99.99%
Disinfection index	>99.99%	99.96%	> 99.99%	99.99%
<b>Distribution systems</b>				
Distribution maintenance index	99.90%	99.87%	99.92%	99.92%
Reservoir integrity index	99.97%	99.94%	99.98%	99.97%
<b>Building water systems</b>				
Parameters influenced by domestic water systems	99.88%	99.91%	99.84%	99.85%

## Consumer contacts

	Company figure			Industry average
	2014	2015	2016	2016
<b>Informing consumers</b>				
Total number	1,563	2,393	1,354	N/A
Rate per 1,000 population	0.92	1.41	0.78	1.42
<b>Acceptability of water to consumers</b>				
Total number	6,933	6,052	5,604	N/A
Rate per 1,000 population	4.10	3.56	3.25	1.35
<b>Complaints to the Drinking Water Inspectorate</b>				
A total of 2 consumers of South West Water Ltd directly contacted DWI in 2016.				

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.