

United Utilities Water Ltd

Water supply arrangements

Company assets		Water supplied	
Number of treatment works	89	Water supplied (MI/day)	1,732,141,000
Number of service reservoirs	366	Percentage from surface sources	85%
Number of water supply zones	226	Percentage from ground sources	5%
Length of mains pipe (km)	42,442	Percentage from mixed sources	10%
Population served		Area of supply	
Population supplied	7,029,654	Cumbria, Lancashire, Merseyside, Greater Manchester and Cheshire	
Number of local authorities	48		

Drinking water quality summary data

	Company figure			Industry average
	2014	2015	2016	2016
Overall drinking water quality*	99.95%	99.96%	99.96%	99.96%
Water treatment				
Process control index	>99.99%	99.98%	99.99%	> 99.99%
Disinfection index	99.98%	99.98%	99.99%	99.99%
Distribution systems				
Distribution maintenance index	99.93%	99.89%	99.85%	99.92%
Reservoir integrity index	99.98%	99.98%	99.98%	99.97%
Building water systems				
Parameters influenced by domestic water systems	99.81%	99.86%	99.89%	99.85%

Consumer contacts

	Company figure			Industry average
	2014	2015	2016	2016
Informing consumers				
Total number	1,273	1,211	1,088	N/A
Rate per 1,000 population	0.18	0.17	0.15	1.42
Acceptability of water to consumers				
Total number	13,980	12,635	12,913	N/A
Rate per 1,000 population	1.99	1.80	1.84	1.35
Complaints to the Drinking Water Inspectorate				
A total of 2 consumers of United Utilities 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.