

# Anglian Water Services Ltd

## Water supply arrangements

Company assets		Water supplied	
Number of treatment works	140	Water supplied (MI/day)	1,089,520,000
Number of service reservoirs	319	Percentage from surface sources	41%
Number of water supply zones	162	Percentage from ground sources	38.3%
Length of mains pipe (km)	37,400	Percentage from mixed sources	20.7%
Population served		Area of supply	
Population supplied	4,469,000	Bedfordshire, Buckinghamshire, Cambridgeshire, Essex, Leicestershire, Lincolnshire, Norfolk, Northamptonshire, Nottinghamshire, Suffolk	
Number of local authorities	45		

## Drinking water quality summary data

	Company figure			Industry average
	2014	2015	2016	2016
<b>Overall drinking water quality*</b>	99.95%	99.97%	99.97%	99.96%
<b>Water treatment</b>				
Process control index	100%	100%	99.99%	> 99.99%
Disinfection index	99.99%	99.98%	99.99%	99.99%
<b>Distribution systems</b>				
Distribution maintenance index	99.95%	99.95%	99.96%	99.92%
Reservoir integrity index	99.97%	99.96%	99.99%	99.97%
<b>Building water systems</b>				
Parameters influenced by domestic water systems	99.82%	99.9%	99.9%	99.85%

## Consumer contacts

	Company figure			Industry average
	2014	2015	2016	2016
<b>Informing consumers</b>				
Total number	1,656	1,469	1,385	N/A
Rate per 1,000 population	0.38	0.33	0.31	1.42
<b>Acceptability of water to consumers</b>				
Total number	6,074	5,902	6,049	N/A
Rate per 1,000 population	1.40	1.33	1.35	1.35
<b>Complaints to the Drinking Water Inspectorate</b>				
A total of 1 consumer of Anglian Water Services 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.