

Bristol Water plc

Water supply arrangements

Company assets		Water supplied	
Number of treatment works	17	Water supplied (MI/day)	329,674,000
Number of service reservoirs	166	Percentage from surface sources	83%
Number of water supply zones	27	Percentage from ground sources	12.4%
Length of mains pipe (km)	6,779	Percentage from mixed sources	4.2%
Population served		Area of supply	
Population supplied	1,266,000	Gloucestershire, Wiltshire, Bristol, Somerset	
Number of local authorities	9		

Drinking water quality summary data

	Company figure			Industry average
	2014	2015	2016	2016
Overall drinking water quality*	99.92%	99.93%	99.97%	99.96%
Water treatment				
Process control index	99.99%	99.99%	100%	> 99.99%
Disinfection index	99.99%	99.99%	100%	99.99%
Distribution systems				
Distribution maintenance index	99.78%	99.83%	99.98%	99.92%
Reservoir integrity index	99.98%	99.98%	99.99%	99.97%
Building water systems				
Parameters influenced by domestic water systems	99.76%	99.79%	99.87%	99.85%

Consumer contacts

	Company figure			Industry average
	2014	2015	2016	2016
Informing consumers				
Total number	850	756	1,089	N/A
Rate per 1,000 population	0.68	0.60	0.86	1.42
Acceptability of water to consumers				
Total number	2,660	2,427	2,275	N/A
Rate per 1,000 population	2.13	1.93	1.80	1.35
Complaints to the Drinking Water Inspectorate				
No consumers of Bristol Water plc 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.