

Hartlepool Water plc

Water supply arrangements

Company assets		Water supplied	
Number of treatment works	2	Water supplied (MI/day)	35,829,000
Number of service reservoirs	6	Percentage from surface sources	0%
Number of water supply zones	2	Percentage from ground sources	100%
Length of mains pipe (km)	607	Percentage from mixed sources	0%
Population served		Area of supply	
Population supplied	89,767	Hartlepool and surrounding area	
Number of local authorities	2		

Drinking water quality summary data

	Company figure			Industry average
	2014	2015	2016	2016
Overall drinking water quality*	100%	99.81%	100%	99.96%
Water treatment				
Process control index	100%	99.11%	100%	> 99.99%
Disinfection index	99.89%	100%	99.95%	99.99%
Distribution systems				
Distribution maintenance index	100%	100%	100%	99.92%
Reservoir integrity index	100%	100%	100%	99.97%
Building water systems				
Parameters influenced by domestic water systems	100%	99.89%	100%	99.85%

Consumer contacts

	Company figure			Industry average
	2014	2015	2016	2016
Informing consumers				
Total number	16	8	13	N/A
Rate per 1,000 population	0.18	0.09	0.14	1.42
Acceptability of water to consumers				
Total number	492	371	259	N/A
Rate per 1,000 population	5.49	4.16	2.89	1.35
Complaints to the Drinking Water Inspectorate				
No consumers of Hartlepool 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.