

Portsmouth Water Ltd

Water supply arrangements

Company assets		Water supplied	
Number of treatment works	19	Water supplied (MI/day)	179,997,000
Number of service reservoirs	32	Percentage from surface sources	42%
Number of water supply zones	13	Percentage from ground sources	58%
Length of mains pipe (km)	3,311	Percentage from mixed sources	0%
Population served		Area of supply	
Population supplied	703,000	Hampshire, West Sussex	
Number of local authorities	9		

Drinking water quality summary data

	Company figure			Industry average
	2014	2015	2016	2016
Overall drinking water quality*	99.97%	99.943%	99.99%	99.96%
Water treatment				
Process control index	100%	100%	100%	> 99.99%
Disinfection index	100%	100%	100%	99.99%
Distribution systems				
Distribution maintenance index	100%	100%	100%	99.92%
Reservoir integrity index	99.94%	100%	100%	99.97%
Building water systems				
Parameters influenced by domestic water systems	99.85%	99.76%	99.96%	99.85%

Consumer contacts

	Company figure			Industry average
	2014	2015	2016	2016
Informing consumers				
Total number	400	495	434	N/A
Rate per 1,000 population	0.58	0.71	0.62	1.42
Acceptability of water to consumers				
Total number	583	398	468	N/A
Rate per 1,000 population	0.84	0.57	0.67	1.35
Complaints to the Drinking Water Inspectorate				
No consumers of Portsmouth 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.