

## SES Water plc (previously Sutton and East Surrey Water)

### Water supply arrangements

Company assets		Water supplied	
Number of treatment works	8	Water supplied (MI/day)	164,841,000
Number of service reservoirs	32	Percentage from surface sources	15%
Number of water supply zones	0	Percentage from ground sources	85%
Length of mains pipe (km)	3,484	Percentage from mixed sources	0%
Population served		Area of supply	
Population supplied	685,078	Parts of Surrey, Sussex, Kent, London borough of Sutton, London borough of Croydon and London borough of Merton	
Number of local authorities	16		

### Drinking water quality summary data

	Company figure			Industry average
	2014	2015	2016	2016
<b>Overall drinking water quality*</b>	99.98%	99.95%	99.98%	99.96%
<b>Water treatment</b>				
Process control index	100%	100%	100%	> 99.99%
Disinfection index	100%	100%	100%	99.99%
<b>Distribution systems</b>				
Distribution maintenance index	100%	100%	99.95%	99.92%
Reservoir integrity index	100%	100%	99.90%	99.97%
<b>Building water systems</b>				
Parameters influenced by domestic water systems	99.92%	99.79%	99.93%	99.85%

### Consumer contacts

	Company figure			Industry average
	2014	2015	2016	2016
<b>Informing consumers</b>				
Total number	103	100	210	N/A
Rate per 1,000 population	0.16	0.15	0.31	1.42
<b>Acceptability of water to consumers</b>				
Total number	559	437	389	N/A
Rate per 1,000 population	0.85	0.65	0.57	1.35
<b>Complaints to the Drinking Water Inspectorate</b>				
No consumers of Sutton and East Surrey 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.