

# Dee Valley Water plc

## Water supply arrangements

Company assets		Water supplied	
Number of treatment works	6	Water supplied (MI/day)	66,207,000
Number of service reservoirs	30	Percentage from surface sources	94%
Number of water supply zones	14	Percentage from ground sources	6%
Length of mains pipe (km)	2,005 km	Percentage from mixed sources	0%
Population served		Area of supply	
Population supplied	262,960	Cheshire, Flintshire, Denbighshire and Wrexham	
Number of local authorities	4		

## Drinking water quality summary data

	Company figure			Industry average
	2015	2016	2017	2017
<b>Overall drinking water quality*</b>	99.95%	99.99%	99.97%	99.96%
<b>Water treatment</b>				
Process control index	100%	100%	100%	99.99%
Disinfection index	99.93%	99.94%	100%	99.99%
<b>Distribution systems</b>				
Distribution maintenance index	100%	100%	100%	99.93%
Reservoir integrity index	99.97%	99.91%	100%	99.96%
<b>Building water systems</b>				
Parameters influenced by domestic water systems	99.7%	99.89%	99.82%	99.84%

## Consumer contacts

	Company figure			Industry average
	2015	2016	2017	2017
<b>Informing consumers</b>				
Total number	184	131	168	1,791
Rate per 1,000 population	0.70	0.50	0.64	0.50
<b>Acceptability of water to consumers</b>				
Total number	713	707	551	3,125
Rate per 1,000 population	2.72	2.70	2.10	1.31
<b>Complaints to the Drinking Water Inspectorate</b>				
A total of 1 consumer of Dee Valley Water plc directly contacted DWI in 2017.				

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.