

Icosa Water

Water supply arrangements

| Company assets | | Water supplied | |
|------------------------------|-------|---------------------------------|--------|
| Number of treatment works | 0 | Water supplied (MI/day) | 96,000 |
| Number of service reservoirs | 0 | Percentage from surface sources | 0% |
| Number of water supply zones | 1 | Percentage from ground sources | 100% |
| Length of mains pipe (km) | 8 km | Percentage from mixed sources | 0% |
| Population served | | Area of supply | |
| Population supplied | 1,000 | North Norfolk | |
| Number of local authorities | 1 | | |

Drinking water quality summary data

| | Company figure | | | Industry average |
|---|----------------|------|------|------------------|
| | 2015 | 2016 | 2017 | 2017 |
| Overall drinking water quality* | N/A% | N/A% | 100% | 99.96% |
| Water treatment | | | | |
| Process control index | N/A% | N/A% | N/A% | 99.99% |
| Disinfection index | N/A% | N/A% | N/A% | 99.99% |
| Distribution systems | | | | |
| Distribution maintenance index | N/A% | N/A% | 100% | 99.93% |
| Reservoir integrity index | N/A% | N/A% | N/A% | 99.96% |
| Building water systems | | | | |
| Parameters influenced by domestic water systems | N/A% | N/A% | 100% | 99.84% |

Consumer contacts

| | Company figure | | | Industry average |
|---|----------------|------|------|------------------|
| | 2015 | 2016 | 2017 | 2017 |
| Informing consumers | | | | |
| Total number | N/A | N/A | 0 | 1,791 |
| Rate per 1,000 population | N/A | N/A | 0.00 | 0.50 |
| Acceptability of water to consumers | | | | |
| Total number | N/A | N/A | 2 | 3,125 |
| Rate per 1,000 population | N/A | N/A | 3.33 | 1.31 |
| Complaints to the Drinking Water Inspectorate | | | | |
| No consumers of Icosa Water 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.