

# Southern Water Services Ltd

## Water supply arrangements

Company assets		Water supplied	
Number of treatment works	88	Water supplied (MI/day)	559,239,000
Number of service reservoirs	206	Percentage from surface sources	22%
Number of water supply zones	74	Percentage from ground sources	58%
Length of mains pipe (km)	13,870 km	Percentage from mixed sources	20%
Population served		Area of supply	
Population supplied	2,493,000	Isle of Wight and parts of Kent, Sussex and Hampshire	
Number of local authorities	29		

## Drinking water quality summary data

	Company figure			Industry average
	2015	2016	2017	2017
<b>Overall drinking water quality*</b>	99.98%	99.97%	99.96%	99.96%
<b>Water treatment</b>				
Process control index	100%	100%	100%	99.99%
Disinfection index	99.99%	> 99.99%	99.99%	99.99%
<b>Distribution systems</b>				
Distribution maintenance index	99.97%	99.91%	99.93%	99.93%
Reservoir integrity index	99.98%	99.99%	99.97%	99.96%
<b>Building water systems</b>				
Parameters influenced by domestic water systems	99.91%	99.87%	99.83%	99.84%

## Consumer contacts

	Company figure			Industry average
	2015	2016	2017	2017
<b>Informing consumers</b>				
Total number	603	363	357	1,791
Rate per 1,000 population	0.24	0.15	0.14	0.50
<b>Acceptability of water to consumers</b>				
Total number	3,193	3,626	3,491	3,125
Rate per 1,000 population	1.29	1.45	1.40	1.31
<b>Complaints to the Drinking Water Inspectorate</b>				
A total of 1 consumer of Southern Water Services Ltd 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.