

## South Staffordshire Water plc

### Water supply arrangements

Company assets		Water supplied	
Number of treatment works	20	Water supplied (MI/day)	339,850,000
Number of service reservoirs	37	Percentage from surface sources	54%
Number of water supply zones	20	Percentage from ground sources	37%
Length of mains pipe (km)	5,621 km	Percentage from mixed sources	9%
Population served		Area of supply	
Population supplied	1,322,000	Staffordshire and parts of Worcestershire, Shropshire, Derbyshire and Leicestershire	
Number of local authorities	12		

### Drinking water quality summary data

	Company figure			Industry average
	2015	2016	2017	2017
<b>Overall drinking water quality*</b>	99.87%	99.97%	99.98%	99.96%
<b>Water treatment</b>				
Process control index	99.95%	99.92%	100%	99.99%
Disinfection index	99.99%	100%	99.96%	99.99%
<b>Distribution systems</b>				
Distribution maintenance index	99.97%	100%	99.82%	99.93%
Reservoir integrity index	100%	99.95%	100%	99.96%
<b>Building water systems</b>				
Parameters influenced by domestic water systems	99.61%	99.93%	99.94%	99.84%

### Consumer contacts

	Company figure			Industry average
	2015	2016	2017	2017
<b>Informing consumers</b>				
Total number	283	436	341	1,791
Rate per 1,000 population	0.22	0.34	0.26	0.50
<b>Acceptability of water to consumers</b>				
Total number	2,925	2,432	2,022	3,125
Rate per 1,000 population	2.27	1.88	1.53	1.31
<b>Complaints to the Drinking Water Inspectorate</b>				
A total of 1 consumer of South Staffordshire 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.