

# United Utilities Water Ltd

## Water supply arrangements

Company assets		Water supplied	
Number of treatment works	91	Water supplied (MI/day)	1,758,066,000
Number of service reservoirs	364	Percentage from surface sources	85%
Number of water supply zones	226	Percentage from ground sources	4%
Length of mains pipe (km)	42,812 km	Percentage from mixed sources	11%
Population served		Area of supply	
Population supplied	7,209,388	Cumbria, Lancashire, Merseyside, Greater Manchester and Cheshire	
Number of local authorities	48		

## Drinking water quality summary data

	Company figure			Industry average
	2015	2016	2017	2017
<b>Overall drinking water quality*</b>	99.96%	99.96%	99.97%	99.96%
<b>Water treatment</b>				
Process control index	99.98%	99.99%	99.99%	99.99%
Disinfection index	99.98%	99.99%	>99.99%	99.99%
<b>Distribution systems</b>				
Distribution maintenance index	99.89%	99.85%	99.89%	99.93%
Reservoir integrity index	99.98%	99.98%	99.97%	99.96%
<b>Building water systems</b>				
Parameters influenced by domestic water systems	99.86%	99.89%	99.89%	99.84%

## Consumer contacts

	Company figure			Industry average
	2015	2016	2017	2017
<b>Informing consumers</b>				
Total number	1,211	1,088	1,105	1,791
Rate per 1,000 population	0.17	0.15	0.15	0.50
<b>Acceptability of water to consumers</b>				
Total number	12,635	12,913	15,341	3,125
Rate per 1,000 population	1.80	1.84	2.13	1.31
<b>Complaints to the Drinking Water Inspectorate</b>				
A total of 6 consumers of United Utilities Water 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.