

Wessex Water Services Ltd

Water supply arrangements

Company assets		Water supplied	
Number of treatment works	87	Water supplied (MI/day)	339,110,000
Number of service reservoirs	329	Percentage from surface sources	28%
Number of water supply zones	78	Percentage from ground sources	72%
Length of mains pipe (km)	11,895 km	Percentage from mixed sources	0%
Population served		Area of supply	
Population supplied	1,298,906	Large parts of Somerset, Dorset and Wiltshire, small areas of Gloucestershire and Devon	
Number of local authorities	15		

Drinking water quality summary data

	Company figure			Industry average
	2015	2016	2017	2017
Overall drinking water quality*	99.96%	99.95%	99.96%	99.96%
Water treatment				
Process control index	99.96%	100%	99.98%	99.99%
Disinfection index	100%	> 99.99%	99.97.%	99.99%
Distribution systems				
Distribution maintenance index	99.98%	99.89%	99.89%	99.93%
Reservoir integrity index	99.97%	99.97%	99.98%	99.96%
Building water systems				
Parameters influenced by domestic water systems	99.86%	99.81%	99.97%	99.84%

Consumer contacts

	Company figure			Industry average
	2015	2016	2017	2017
Informing consumers				
Total number	1,364	1,135	1,084	1,791
Rate per 1,000 population	1.06	0.88	0.83	0.50
Acceptability of water to consumers				
Total number	2,431	2,172	2,031	3,125
Rate per 1,000 population	1.90	1.68	1.56	1.31
Complaints to the Drinking Water Inspectorate				
A total of 1 consumer of Wessex 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.