

Affinity Water

Water supply arrangements

Company assets		Water supplied	
Number of treatment works	93	Water supplied (l/day)	969,632,000
Number of service reservoirs	156	Percentage from surface sources	37.00%
Number of water supply zones	89	Percentage from ground sources	63.00%
Length of mains pipe (km)	16,600.00 km	Percentage from mixed sources	0.00%
Population served		Area of supply	
Population supplied	3,758,000	Hertfordshire, Bedfordshire, Essex, Buckinghamshire, Berkshire, Kent, Surrey and 9 London boroughs	
Number of local authorities	41		

Drinking water quality summary data

	Company figure			Industry average
	2016	2017	2018	2018
Overall drinking water quality*	99.96%	99.95%	99.96%	99.95%
Water treatment				
Process control index	100.00%	100.00%	100.00%	99.99%
Disinfection index	>99.99%	99.99%	99.99%	99.99%
Distribution systems				
Distribution maintenance index	99.99%	99.99%	100.00%	99.92%
Reservoir integrity index	99.94%	99.91%	99.91%	99.92%
Building water systems				
Parameters influenced by domestic water systems	99.81%	99.85%	99.83%	99.82%

Consumer contacts

	Company figure			Industry average
	2016	2017	2018	2018
Informing consumers				
Total number	1,410	1,240	993	1,149
Rate per 1,000 population	0.38	0.33	0.26	0.45
Acceptability of water to consumers				
Total number	3,526	3,070	3,093	3,208
Rate per 1,000 population	0.98	0.96	0.80	1.31
Complaints to the Drinking Water Inspectorate				
No consumers of Affinity Water directly contacted DWI in 2018.				

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.