

# Severn Trent plc

## Water supply arrangements

Company assets		Water supplied	
Number of treatment works	130	Water supplied (l/day)	1,935,081,000
Number of service reservoirs	469	Percentage from surface sources	65.00%
Number of water supply zones	191	Percentage from ground sources	32.00%
Length of mains pipe (km)	46,539.80 km	Percentage from mixed sources	3.00%
Population served		Area of supply	
Population supplied	7,754,371	Cheshire, Derbyshire, Nottinghamshire, Leicestershire, Warwickshire, Gloucestershire, Worcestershire, Shropshire, Staffordshire, West Midlands	
Number of local authorities	70		

## Drinking water quality summary data

	Company figure			Industry average
	2016	2017	2018	2018
<b>Overall drinking water quality*</b>	99.94%	99.96%	99.94%	99.95%
<b>Water treatment</b>				
Process control index	100.00%	>99.99%	100.00%	99.99%
Disinfection index	99.99%	99.99%	99.97%	99.99%
<b>Distribution systems</b>				
Distribution maintenance index	99.88%	99.90%	99.93%	99.92%
Reservoir integrity index	99.96%	99.94%	99.96%	99.92%
<b>Building water systems</b>				
Parameters influenced by domestic water systems	99.77%	99.84%	99.76%	99.82%

## Consumer contacts

	Company figure			Industry average
	2016	2017	2018	2018
<b>Informing consumers</b>				
Total number	2,782	2,462	2,200	1,149
Rate per 1,000 population	0.36	0.32	0.28	0.45
<b>Acceptability of water to consumers</b>				
Total number	15,336	13,359	12,736	3,208
Rate per 1,000 population	1.98	1.74	1.64	1.31
<b>Complaints to the Drinking Water Inspectorate</b>				
A total of 10 consumers of Severn Trent plc 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.