

# SES Water

## Water supply arrangements

Company assets		Water supplied	
Number of treatment works	8	Water supplied (l/day)	164,792,000
Number of service reservoirs	35	Percentage from surface sources	15.00%
Number of water supply zones	20	Percentage from ground sources	85.00%
Length of mains pipe (km)	3,481.00 km	Percentage from mixed sources	0.00%
Population served		Area of supply	
Population supplied	707,000	Parts of Surrey, Sussex, Kent, London borough of Sutton, London borough of Croydon and London borough of Merton	
Number of local authorities	16		

## Drinking water quality summary data

	Company figure			Industry average
	2016	2017	2018	2018
<b>Overall drinking water quality*</b>	99.98%	99.98%	99.97%	99.95%
<b>Water treatment</b>				
Process control index	100.00%	100.00%	100.00%	99.99%
Disinfection index	100.00%	99.95%	100.00%	99.99%
<b>Distribution systems</b>				
Distribution maintenance index	99.95%	100.00%	100.00%	99.92%
Reservoir integrity index	99.90%	100.00%	100.00%	99.92%
<b>Building water systems</b>				
Parameters influenced by domestic water systems	99.93%	100.00%	99.86%	99.82%

## Consumer contacts

	Company figure			Industry average
	2016	2017	2018	2018
<b>Informing consumers</b>				
Total number	210	192	263	1,149
Rate per 1,000 population	0.31	0.28	0.38	0.45
<b>Acceptability of water to consumers</b>				
Total number	389	383	403	3,208
Rate per 1,000 population	0.57	0.56	0.59	1.31
<b>Complaints to the Drinking Water Inspectorate</b>				
No consumers of SES 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.