

United Utilities Water Ltd

Water supply arrangements

Company assets		Water supplied	
Number of treatment works	90	Water supplied (l/day)	1,816,108,000
Number of service reservoirs	356	Percentage from surface sources	86.00%
Number of water supply zones	228	Percentage from ground sources	4.00%
Length of mains pipe (km)	42,103.00 km	Percentage from mixed sources	10.00%
Population served		Area of supply	
Population supplied	7,210,320	Cumbria, Lancashire, Merseyside, Greater Manchester and Cheshire	
Number of local authorities	44		

Drinking water quality summary data

	Company figure			Industry average
	2016	2017	2018	2018
Overall drinking water quality*	99.96%	99.97%	99.93%	99.95%
Water treatment				
Process control index	99.99%	>99.99%	99.99%	99.99%
Disinfection index	99.99%	99.99%	>99.99%	99.99%
Distribution systems				
Distribution maintenance index	99.85%	99.89%	99.86%	99.92%
Reservoir integrity index	99.98%	99.97%	99.98%	99.92%
Building water systems				
Parameters influenced by domestic water systems	99.89%	99.89%	99.71%	99.82%

Consumer contacts

	Company figure			Industry average
	2016	2017	2018	2018
Informing consumers				
Total number	1,088	1,105	1,196	1,149
Rate per 1,000 population	0.15	0.15	0.17	0.45
Acceptability of water to consumers				
Total number	12,913	15,341	14,871	3,208
Rate per 1,000 population	1.84	2.13	2.06	1.31
Complaints to the Drinking Water Inspectorate				
A total of 4 consumers of United Utilities Water Ltd 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.