

# Veolia Water Projects Ltd

## Water supply arrangements

Company assets		Water supplied	
Number of treatment works	2	Water supplied (l/day)	5,900,000
Number of service reservoirs	8	Percentage from surface sources	0.00%
Number of water supply zones	1	Percentage from ground sources	100.00%
Length of mains pipe (km)	88.00 km	Percentage from mixed sources	0.00%
Population served		Area of supply	
Population supplied	13,000	Tidworth, Wiltshire	
Number of local authorities	1		

## Drinking water quality summary data

	Company figure			Industry average
	2016	2017	2018	2018
<b>Overall drinking water quality*</b>	100.00%	100.00%	100.00%	99.95%
<b>Water treatment</b>				
Process control index	100.00%	100.00%	100.00%	99.99%
Disinfection index	100.00%	100.00%	100.00%	99.99%
<b>Distribution systems</b>				
Distribution maintenance index	100.00%	100.00%	100.00%	99.92%
Reservoir integrity index	99.70%	100.00%	100.00%	99.92%
<b>Building water systems</b>				
Parameters influenced by domestic water systems	100.00%	100.00%	100.00%	99.82%

## Consumer contacts

	Company figure			Industry average
	2016	2017	2018	2018
<b>Informing consumers</b>				
Total number	0	0	0	1,149
Rate per 1,000 population	0.00	0.00	0.00	0.45
<b>Acceptability of water to consumers</b>				
Total number	2	2	2	3,208
Rate per 1,000 population	0.24	0.15	0.15	1.31
<b>Complaints to the Drinking Water Inspectorate</b>				
No consumers of Veolia Water Projects 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.