

Affinity Water

Water supply arrangements

Company assets		Water supplied	
Number of treatment works	94	Water supplied (l/day)	928,241,000
Number of service reservoirs	155	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	3,786,000	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
	2017	2018	2019	2019
Overall drinking water quality*	99.95%	99.96%	99.97%	99.96%
Water treatment				
Process control index	100%	100%	>99.99%	99.99%
Disinfection index	99.99%	99.99%	>99.99%	>99.99%
Distribution systems				
Distribution maintenance index	99.99%	100.00%	99.98%	99.92%
Reservoir integrity index	99.91%	99.91%	99.97%	99.96%
Building water systems				
Parameters influenced by domestic water systems	99.85%	99.83%	99.88%	99.82%

Consumer contacts

	Company figure			Industry average
	2017	2018	2019	2019
Informing consumers				
Total number	1240	993	961	929
Rate per 1,000 population	0.33	0.26	0.25	0.30
Acceptability of water to consumers				
Total number	3070	3093	3066	2,886
Rate per 1,000 population	0.83	0.82	0.81	1.2
Complaints to the Drinking Water Inspectorate				
A total of 1 customer of Affinity Water directly contacted DWI in 2019.				

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.