

Dŵr Cymru Welsh Water

Water supply arrangements

Company assets		Water supplied	
Number of treatment works	68	Water supplied (l/day)	849,000,000
Number of service reservoirs	337	Percentage from surface sources	95.00%
Number of water supply zones	88	Percentage from ground sources	4.00%
Length of mains pipe (km)	27,644.00 km	Percentage from mixed sources	1.00%
Population served		Area of supply	
Population supplied	3,100,000	Conwy, Anglesey, Blaenau Gwent, Bridgend, Gwynedd, Caerphilly, Cardiff, Cardiganshire, Carmarthenshire, Denbighshire, Flintshire, Merthyr Tydfil, Monmouthshire, Neath and Port Talbot, Newport, Pembrokeshire, Powys, Rhondda Cynon Taff, Swansea, Torfaen, Vale of Glamorgan, part of Herefordshire	
Number of local authorities	23		

Drinking water quality summary data

	Company figure			Industry average
	2017	2018	2019	2019
Overall drinking water quality*	99.96%	99.97%	99.94%	99.96%
Water treatment				
Process control index	>99.99%	99.99%	100%	99.99%
Disinfection index	99.99%	99.99%	>99.99%	>99.99%
Distribution systems				
Distribution maintenance index	99.84%	99.87%	99.81%	99.92%
Reservoir integrity index	99.99%	99.99%	99.98%	99.96%
Building water systems				
Parameters influenced by domestic water systems	99.89%	99.89%	99.77%	99.82%

Consumer contacts

	Company figure			Industry average
	2017	2018	2019	2019
Informing consumers				
Total number	590	609	582	929
Rate per 1,000 population	0.19	0.20	0.19	0.30
Acceptability of water to consumers				
Total number	10210	10574	9167	2,886
Rate per 1,000 population	3.27	3.42	2.96	1.2
Complaints to the Drinking Water Inspectorate				
A total of 1 customer of Dŵr Cymru Welsh 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.