

Essex and Suffolk Water

Water supply arrangements

Company assets		Water supplied	
Number of treatment works	23	Water supplied (l/day)	455,395,000
Number of service reservoirs	99	Percentage from surface sources	83.90%
Number of water supply zones	44	Percentage from ground sources	4.90%
Length of mains pipe (km)	8,770.00 km	Percentage from mixed sources	11.20%
Population served		Area of supply	
Population supplied	1,964,000	Essex, Suffolk, Norfolk, London Borough of Barking and Dagenham, London Borough of Redbridge, London Borough of Havering	
Number of local authorities	17		

Drinking water quality summary data

	Company figure			Industry average
	2017	2018	2019	2019
Overall drinking water quality*	99.94%	99.95%	99.92%	99.96%
Water treatment				
Process control index	100%	100%	100%	99.99%
Disinfection index	99.98%	99.99%	100%	>99.99%
Distribution systems				
Distribution maintenance index	99.94%	99.98%	99.94%	99.92%
Reservoir integrity index	99.97%	99.95%	99.98%	99.96%
Building water systems				
Parameters influenced by domestic water systems	99.74%	99.78%	99.66%	99.82%

Consumer contacts

	Company figure			Industry average
	2017	2018	2019	2019
Informing consumers				
Total number	549	395	322	929
Rate per 1,000 population	0.30	0.20	0.16	0.30
Acceptability of water to consumers				
Total number	1364	1326	1074	2,886
Rate per 1,000 population	0.74	0.69	0.55	1.2
Complaints to the Drinking Water Inspectorate				
A total of 1 consumer of Essex and Suffolk 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.