

# Northumbrian Water Ltd

## Water supply arrangements

Company assets		Water supplied	
Number of treatment works	34	Water supplied (l/day)	680,316,000
Number of service reservoirs	203	Percentage from surface sources	77.00%
Number of water supply zones	72	Percentage from ground sources	6.00%
Length of mains pipe (km)	17,262.00 km	Percentage from mixed sources	17.00%
Population served		Area of supply	
Population supplied	2,593,923	Northumberland (Northumberland County Council) (large part) County Durham (Durham County Council) (large part) North Yorkshire (North Yorkshire County Council) (part) Cumbria (Cumbria County Council) (very small part)	
Number of local authorities	23		

## Drinking water quality summary data

	Company figure			Industry average
	2017	2018	2019	2019
<b>Overall drinking water quality*</b>	99.94%	99.95%	99.93%	99.96%
<b>Water treatment</b>				
Process control index	99.97%	100%	99.98%	99.99%
Disinfection index	99.88%	99.89%	99.98%	>99.99%
<b>Distribution systems</b>				
Distribution maintenance index	99.91%	99.90%	99.78%	99.92%
Reservoir integrity index	99.95%	99.98%	99.92%	99.96%
<b>Building water systems</b>				
Parameters influenced by domestic water systems	99.83%	99.80%	99.90%	99.82%

## Consumer contacts

	Company figure			Industry average
	2017	2018	2019	2019
<b>Informing consumers</b>				
Total number	596	561	373	929
Rate per 1,000 population	0.24	0.23	0.14	0.30
<b>Acceptability of water to consumers</b>				
Total number	4476	4572	3754	2,886
Rate per 1,000 population	1.79	1.85	1.45	1.2
<b>Complaints to the Drinking Water Inspectorate</b>				
A total of 4 consumers of Northumbrian Water Ltd 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.