

# Bournemouth Water Ltd

## Water supply arrangements

Company assets		Water supplied	
Number of treatment works	7	Water supplied (l/day)	115,025,000
Number of service reservoirs	23	Percentage from surface sources	88.00%
Number of water supply zones	10	Percentage from ground sources	12.00%
Length of mains pipe (km)	2,832.00 km	Percentage from mixed sources	0.00%
Population served		Area of supply	
Population supplied	426,000	Parts of Dorset, Hampshire and Wiltshire	
Number of local authorities	6		

## Drinking water quality summary data

	Company figure			Industry average
	2017	2018	2019	2019
<b>Overall drinking water quality*</b>	100.00%	0.00%	99.99%	99.96%
<b>Water treatment</b>				
Process control index	100%	100%	100%	99.99%
Disinfection index	99.99%	100%	99.98%	>99.99%
<b>Distribution systems</b>				
Distribution maintenance index	100.00%	100.00%	100.00%	99.92%
Reservoir integrity index	99.9%	99.8%	100%	99.96%
<b>Building water systems</b>				
Parameters influenced by domestic water systems	100.00%	99.95%	99.96%	99.82%

## Consumer contacts

	Company figure			Industry average
	2017	2018	2019	2019
<b>Informing consumers</b>				
Total number	189	145	121	929
Rate per 1,000 population	0.45	0.34	0.28	0.30
<b>Acceptability of water to consumers</b>				
Total number	380	321	454	2,886
Rate per 1,000 population	0.90	0.76	1.07	1.2
<b>Complaints to the Drinking Water Inspectorate</b>				
No consumers of Bournemouth 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.