

# South Staffordshire Water plc

## Water supply arrangements

Company assets		Water supplied	
Number of treatment works	20	Water supplied (l/day)	306,390,000
Number of service reservoirs	36	Percentage from surface sources	9.00%
Number of water supply zones	21	Percentage from ground sources	33.00%
Length of mains pipe (km)	6,328.97 km	Percentage from mixed sources	58.00%
Population served		Area of supply	
Population supplied	1,337,450	Staffordshire and parts of Worcestershire, Shropshire, Derbyshire and Leicestershire	
Number of local authorities	12		

## Drinking water quality summary data

	Company figure			Industry average
	2017	2018	2019	2019
<b>Overall drinking water quality*</b>	99.98%	99.90%	99.99%	99.96%
<b>Water treatment</b>				
Process control index	100%	99.68%	100%	99.99%
Disinfection index	99.96%	>99.99%	>99.99%	>99.99%
<b>Distribution systems</b>				
Distribution maintenance index	99.82%	99.91%	99.91%	99.92%
Reservoir integrity index	100%	99.97%	99.97%	99.96%
<b>Building water systems</b>				
Parameters influenced by domestic water systems	99.94%	99.86%	99.98%	99.82%

## Consumer contacts

	Company figure			Industry average
	2017	2018	2019	2019
<b>Informing consumers</b>				
Total number	341	351	255	929
Rate per 1,000 population	0.26	0.27	0.19	0.30
<b>Acceptability of water to consumers</b>				
Total number	2022	2240	1789	2,886
Rate per 1,000 population	1.53	1.70	1.34	1.2
<b>Complaints to the Drinking Water Inspectorate</b>				
No consumers of South Staffordshire Water plc 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.