

Thames Water Utilities Ltd

Water supply arrangements

Company assets		Water supplied	
Number of treatment works	107	Water supplied (l/day)	2,843,570,000
Number of service reservoirs	417	Percentage from surface sources	76.00%
Number of water supply zones	253	Percentage from ground sources	16.00%
Length of mains pipe (km)	31,550.00 km	Percentage from mixed sources	8.00%
Population served		Area of supply	
Population supplied	10,238,000	Bedfordshire (part), Berkshire (part), Buckinghamshire (part), Essex (part), Gloucestershire (part), Hampshire (part), Hertfordshire, Kent (part), Inner London, Outer London (part), Oxfordshire, Surrey (part), West Sussex (part), Warwickshire (part), Wiltshire (part)	
Number of local authorities	63		

Drinking water quality summary data

	Company figure			Industry average
	2017	2018	2019	2019
Overall drinking water quality*	99.96%	99.96%	99.97%	99.96%
Water treatment				
Process control index	100%	>99.99%	>99.99%	99.99%
Disinfection index	99.96%	99.99%	99.99%	>99.99%
Distribution systems				
Distribution maintenance index	99.98%	99.94%	99.98%	99.92%
Reservoir integrity index	99.97%	99.98%	99.96%	99.96%
Building water systems				
Parameters influenced by domestic water systems	99.83%	99.84%	99.85%	99.82%

Consumer contacts

	Company figure			Industry average
	2017	2018	2019	2019
Informing consumers				
Total number	35294	16681	12808	929
Rate per 1,000 population	3.55	1.66	1.25	0.30
Acceptability of water to consumers				
Total number	5774	6105	6302	2,886
Rate per 1,000 population	0.58	0.61	0.62	1.2
Complaints to the Drinking Water Inspectorate				
A total of 4 consumers of Thames Water Utilities 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.