

United Utilities Water Ltd

Water supply arrangements

Company assets		Water supplied	
Number of treatment works	98	Water supplied (l/day)	1,794,656,000
Number of service reservoirs	355	Percentage from surface sources	85.00%
Number of water supply zones	229	Percentage from ground sources	5.00%
Length of mains pipe (km)	42,198.05 km	Percentage from mixed sources	10.00%
Population served		Area of supply	
Population supplied	7,236,092	Cumbria, Lancashire, Merseyside, Greater Manchester and Cheshire	
Number of local authorities	44		

Drinking water quality summary data

	Company figure			Industry average
	2017	2018	2019	2019
Overall drinking water quality*	99.97%	99.93%	99.96%	99.96%
Water treatment				
Process control index	99.99%	99.99%	99.97%	99.99%
Disinfection index	>99.99%	>99.99%	99.97%	>99.99%
Distribution systems				
Distribution maintenance index	99.89%	99.86%	99.86%	99.92%
Reservoir integrity index	99.97%	99.98%	99.99%	99.96%
Building water systems				
Parameters influenced by domestic water systems	99.89%	99.71%	99.88%	99.82%

Consumer contacts

	Company figure			Industry average
	2017	2018	2019	2019
Informing consumers				
Total number	1105	1196	981	929
Rate per 1,000 population	0.15	0.17	0.14	0.30
Acceptability of water to consumers				
Total number	15341	14871	13950	2,886
Rate per 1,000 population	2.13	2.06	1.93	1.2
Complaints to the Drinking Water Inspectorate				
A total of 4 consumers of United Utilities 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.