

Affinity Water

Water supply arrangements

Company assets		Water supplied	
Number of treatment works	101	Water supplied (MI/day)	915,383,000
Number of service reservoirs	154	Percentage from surface sources	37%
Number of water supply zones	87	Percentage from ground sources	63%
Length of mains pipe (km)	16,568	Percentage from mixed sources	0%
Population served		Area of supply	
Population supplied	3,665,000	Hertfordshire, Bedfordshire, Essex, Buckinghamshire, Berkshire, Kent, Surrey and 9 London boroughs	
Number of local authorities	41		

Drinking water quality summary data

	Company figure			Industry average
	2014	2015	2016	2016
Overall drinking water quality*	99.97%	99.99%	99.96%	99.96%
Water treatment				
Process control index	>99.99%	99.99%	100%	> 99.99%
Disinfection index	>99.99%	99.99%	> 99.99%	99.99%
Distribution systems				
Distribution maintenance index	99.96%	99.99%	99.99%	99.92%
Reservoir integrity index	99.98%	99.97%	99.94%	99.97%
Building water systems				
Parameters influenced by domestic water systems	99.88%	99.94%	99.81%	99.85%

Consumer contacts

	Company figure			Industry average
	2014	2015	2016	2016
Informing consumers				
Total number	1,619	1,464	1,410	N/A
Rate per 1,000 population	0.46	0.40	0.38	1.42
Acceptability of water to consumers				
Total number	3,743	3,552	3,526	N/A
Rate per 1,000 population	1.07	0.98	0.96	1.35
Complaints to the Drinking Water Inspectorate				
No consumers of Affinity Water directly contacted DWI in 2016.				

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.