

# Cambridge Water plc

## Water supply arrangements

Company assets		Water supplied	
Number of treatment works	23	Water supplied (MI/day)	76,200,000
Number of service reservoirs	33	Percentage from surface sources	0%
Number of water supply zones	8	Percentage from ground sources	100%
Length of mains pipe (km)	2,368	Percentage from mixed sources	0%
Population served		Area of supply	
Population supplied	333,210	Cambridge, Huntingdonshire	
Number of local authorities	3		

## Drinking water quality summary data

	Company figure			Industry average
	2014	2015	2016	2016
<b>Overall drinking water quality*</b>	100%	99.93%	100%	99.96%
<b>Water treatment</b>				
Process control index	100%	100%	100%	> 99.99%
Disinfection index	99.98%	>99.99%	99.93%	99.99%
<b>Distribution systems</b>				
Distribution maintenance index	100%	100%	100%	99.92%
Reservoir integrity index	99.94%	99.93%	100%	99.97%
<b>Building water systems</b>				
Parameters influenced by domestic water systems	99.99%	99.7%	99.95%	99.85%

## Consumer contacts

	Company figure			Industry average
	2014	2015	2016	2016
<b>Informing consumers</b>				
Total number	219	135	202	N/A
Rate per 1,000 population	0.66	0.41	0.60	1.42
<b>Acceptability of water to consumers</b>				
Total number	278	251	280	N/A
Rate per 1,000 population	0.83	0.75	0.83	1.35
<b>Complaints to the Drinking Water Inspectorate</b>				
No consumers of Cambridge Water plc 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.