

Dee Valley Water plc

Water supply arrangements

Company assets		Water supplied	
Number of treatment works	6	Water supplied (MI/day)	65,530,000
Number of service reservoirs	30	Percentage from surface sources	94%
Number of water supply zones	14	Percentage from ground sources	6%
Length of mains pipe (km)	1,993	Percentage from mixed sources	0%
Population served		Area of supply	
Population supplied	261,771	Cheshire, Flintshire, Denbighshire and Wrexham	
Number of local authorities	4		

Drinking water quality summary data

	Company figure			Industry average
	2014	2015	2016	2016
Overall drinking water quality*	99.88%	99.95%	99.99%	99.96%
Water treatment				
Process control index	99.98%	100%	100%	> 99.99%
Disinfection index	99.84%	99.93%	99.94%	99.99%
Distribution systems				
Distribution maintenance index	98.97%	100%	100%	99.92%
Reservoir integrity index	99.91%	99.97%	99.91%	99.97%
Building water systems				
Parameters influenced by domestic water systems	99.69%	99.7%	99.89%	99.85%

Consumer contacts

	Company figure			Industry average
	2014	2015	2016	2016
Informing consumers				
Total number	163	184	131	N/A
Rate per 1,000 population	0.62	0.70	0.50	1.42
Acceptability of water to consumers				
Total number	975	713	707	N/A
Rate per 1,000 population	3.71	2.72	2.70	1.35
Complaints to the Drinking Water Inspectorate				
No consumers of Dee Valley 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.