Thames Water Utilities Ltd

Water supply arrangements

<table>
<thead>
<tr>
<th>Company assets</th>
<th>Water supplied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of treatment works</td>
<td>115</td>
</tr>
<tr>
<td>Number of service reservoirs</td>
<td>410</td>
</tr>
<tr>
<td>Number of water supply zones</td>
<td>252</td>
</tr>
<tr>
<td>Length of mains pipe (km)</td>
<td>31,460.60 km</td>
</tr>
<tr>
<td>Population served</td>
<td></td>
</tr>
<tr>
<td>Population supplied</td>
<td>10,060,000</td>
</tr>
<tr>
<td>Number of local authorities</td>
<td>63</td>
</tr>
</tbody>
</table>

| Area of supply                       |                |
| 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) |

Drinking water quality summary data

<table>
<thead>
<tr>
<th></th>
<th>Company figure</th>
<th>Industry average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall drinking water quality*</td>
<td>99.96%</td>
<td>99.95%</td>
</tr>
<tr>
<td>Water treatment Process control index</td>
<td>&gt;99.99%</td>
<td>100.00%</td>
</tr>
<tr>
<td>Disinfection index</td>
<td>99.99%</td>
<td>99.99%</td>
</tr>
<tr>
<td>Distribution systems Distribution maintenance index</td>
<td>99.97%</td>
<td>99.98%</td>
</tr>
<tr>
<td>Reservoir integrity index</td>
<td>99.93%</td>
<td>99.97%</td>
</tr>
<tr>
<td>Building water systems Parameters influenced by domestic water systems</td>
<td>99.83%</td>
<td>99.83%</td>
</tr>
</tbody>
</table>

Consumer contacts

|                                    | Company figure | Industry average |
|                                    | 2016 | 2017 | 2018 | 2018 |
| Informing consumers Total number   | 245,547 | 35,294 | 16,681 | 1,149 |
| Rate per 1,000 population          | 25.50 | 3.55 | 1.66 | 0.45 |
| Acceptability of water to consumers Total number | 5,831 | 5,774 | 6,105 | 3,208 |
| Rate per 1,000 population          | 0.61 | 0.58 | 0.61 | 1.31 |

Complaints to the Drinking Water Inspectorate
A total of 5 consumers of Thames Water Utilities Ltd directly contacted DWI in 2018.

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.