

Where we operate

We are focused on providing a high-quality supply of water and to help protect our environment for our communities – now and in the future.



Why our supply area is unique

We're focused on building our resilience and providing a long-term sustainable supply of high-quality water, while protecting our environment for our communities – now and in the future.



- 10% of all globally rare chalk streams are in our supply area
- Around 60% of water is sourced from groundwater



- We currently have the highest demand for water in the country per person at 157 litres per day, on average (compared to a national average of 145 litres)
- Population growth, demand for water, climate change and the need to leave more water in the environment means we are working increasingly closely with customers to use water better



- We have a diverse customer base with equally diverse needs. We supply dense urban communities, and rural ones too.
- One of the most densely populated, economically active regions in the UK in an area considered to be water stressed

We're the largest water-only supply company in the UK, owning and managing the water assets and network in an area of approximately 4,500km² across three supply regions in the South East of England.

We sub-divide our supply regions into eight different communities, based on our existing water resource zones – each named after a local river – which allows us to tailor a high-quality service to customers at a local level.