
Freedom of Information Act 2000

Our publication scheme



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Section 1 - Introduction

Who are we?

1. The Office of Water Services (Ofwat). The Director General (the Director) is the economic regulator for the water and sewerage companies in England and Wales. His primary duty is to ensure that the functions of the companies are carried out and that they are able to finance them. He has a duty to protect customers and a duty to facilitate effective competition.
2. Customers' interests are represented by WaterVoice. WaterVoice operates through nine committees in England and a committee for Wales, established and maintained by the Director. The ten WaterVoice Committee Chairmen form the WaterVoice Council, which deals with issues at a national and European level. Details of the ten WaterVoice committees are included in Appendix 1.

What does Ofwat do?

3. As the economic regulator we:
 - limit the amount companies can charge customers;
 - make sure that companies can carry out their responsibilities under the Water Industry Act 1991;
 - protect the standard of service customers receive;
 - encourage companies to be more efficient;
 - resolve complaints from customers; and
 - work to encourage competition where appropriate.
4. We also compare the activities of all the companies. This challenges poor performers to rise to the standards of the best and by promoting efficiency helps restrain prices.
5. In order to carry out our role effectively we rely on information that we receive from the companies. We examine and analyse this information and this helps to inform our policy

decisions. The types of information that we collect includes amongst other things:

- annual monitoring information in the June return on companies' expenditure and performance;
- companies' principal statements and charges schemes setting out how they calculate customers' bills; and
- at the five yearly reviews of price limits submissions setting out their future revenue and investment requirements.

6. We do not regulate the industry in isolation. We rely on the Drinking Water Inspectorate (DWI) and the Environment Agency (EA) to provide us with information on the quality of the water the companies supply and their environmental performance respectively.
7. We also conduct market research to help us understand customers' priorities and views.

Who is this publication aimed at?

8. This scheme gives information to water customers, interested stakeholder groups and water companies about the information that we publish and how it can be obtained.

Section 2 - Freedom of Information Act 2000

What is a publication scheme?

9. The Freedom of Information Act 2000 places a requirement on us to produce a publication scheme. All public authorities must have a publication scheme. Our publication scheme covers the work of Ofwat, the WaterVoice Council and the WaterVoice Committees.
10. Our scheme has been produced in accordance with the Information Commissioner's guidelines. It sets out the types of information that we – Ofwat and WaterVoice – publish (classes of information), how we make this information available to you and where we make charges for information.

11. We aim to be open and transparent about our work. In drawing up our publication scheme we have looked at the information that we already publish and have thought about whether we can extend it. Since we were set up in 1989 our aim has been to publish as much information as we can. We have to balance this desire against our responsibility to respect commercial confidentiality and to avoid regulatory uncertainty which could impact on companies' share prices and ability to borrow from the financial markets. We have thought about the information that members of the public have asked for in the past and whether or not we can include this information in our scheme.

How must we implement the Freedom of Information Act 2000?

12. The Freedom of Information Act 2000 has to be implemented completely by 30 November 2005. There are a number of steps we have to take to implement the Act.
- November 2002 - Our publication scheme, which has to be agreed by the Information Commissioner, is put in place. This sets out all the categories of information that we publish and can make available to you. Most of this information is on our website (www.ofwat.gov.uk). Our library can provide you with any published information that is not available on the website.
 - January 2005 - By this date, under the Freedom of Information Act 2000, you have a right of access to information that we keep. You will be able to ask us to provide you with any information that we keep, that is not exempt under the Act. We try to publish as much information as we can.
 - As well as the requirements of Freedom of Information Act 2000, we must comply with the Data Protection Act 1998 and the Environmental Information Regulations.

- At present access to information we hold is governed by the Code of Practice on Access to Government information, the Environmental Information Regulations and the Data Protection Act 1998.

Where can I get further information?

Freedom of Information Act 2000

13. Further information about the Act is available on the Information Commissioner's website (www.dataprotection.gov.uk).

Code of Practice on Access to Government Information

14. Further information is available on the Lord Chancellor's Department website (www.lcd.gov.uk/foi/foidpunit.htm).
15. Our internal guidance on implementing the Code of Practice is available from our library.

Has the Information Commissioner agreed the publication scheme?

16. Yes. We are pleased that the Information Commissioner approved this scheme. He approved the scheme for a period of four years. Our scheme will therefore be reviewed by the Information Commissioner in 2006. However, we plan to look at our scheme every November to check that it is up to date and if there is any additional information that we can add to the scheme.

Section 3 - Getting hold of information we publish

How do we make information available?

17. Our library is open from 9.30am to 4.30pm Monday to Friday. Our staff can help you with telephone, written and email enquiries. You can also visit our library. Our library is small so you should make an appointment if you wish to visit. We welcome visitors but only have space for a few visitors at a time. You can telephone us to make an appointment.
18. Most people who want information from us use our website. Ofwat's website address is www.ofwat.gov.uk, WaterVoice's information can be found at www.watervoice.org.uk. You will find most of the information described in this publication scheme on our website. If you cannot find something that you think we publish please contact our library. Our library staff will be happy to help you with your enquiry.
19. Our publication scheme is printed in large print for people with a visual impairment. We can also provide it in Braille and on audiotape. We publish the scheme in English and Welsh and will respond positively to any requests to provide the scheme in other languages.

Our contact details are:

Library and Information Services
Office of Water Services
Centre City Tower
7 Hill Street
Birmingham
B5 4UA

Telephone: 0121 625 1373
Fax: 0121 625 1400
Website: www.ofwat.gov.uk
Email: enquiries@ofwat.gsi.gov.uk

Section 4 - Charges

Do I have to pay for information?

20. Information that we publish is available free on our website. Most of our publications are free from our library, although for large orders postage and packaging may be charged. All the information that we publish can be looked at in our library.
21. We do make charges for some information, usually information that has been produced by a third party or information that is supplied to us by the companies. We charge for reports commissioned from consultants; technical manuals; extracts from the Director's Register; extracts from the companies' regulatory accounts and extracts from books and leaflets held on our library shelves.
22. For priced publications we require payment in advance. We accept payment by credit/debit card Visa, Delta, Electron, Mastercard, Eurocard, JCB, Switch, Solo or cheque made payable to Office of Water Services in pounds sterling and drawn on a UK bank.
23. A list of our charges is included in appendix 2, at the back of this scheme. This will be updated if we make any revisions to them. To help you identify any information for which we make a charge we have placed a £ sign beside the classes of information that include some chargeable material.

Section 5 - Classes of information

What sorts of information do we keep?

24. In drawing up our scheme we had to think about the sorts of information that we keep and the categories it falls into (classes of information). These categories are described below.
25. We also produce a publications list. This is updated regularly and can be found on our website or on request from our library.
26. We collect a lot of information from the water and sewerage companies that we use to compare their performance. We rely heavily on this information to produce the reports that we publish. All the non-confidential information that the companies provide to us is included in our publication scheme.
27. We have tried to distinguish between each type of information in our scheme.
28. The classes of information that we produce are described below. A full list of the classes of information is included at appendix 3 to this publication scheme.

Regulating the companies

5.1 Our duties

Description - We are the economic regulator of the water and sewerage industry in England and Wales. Our duties are set out in Section 2 of the Water Industry Act 1991.

Availability - You will find a copy of the legislation covering the water industry on the Stationery Office's website www.legislation.hmso.gov.uk.

5.2 Press notices

Description – All press notices and information bulletins that Ofwat publishes.

Availability – Ofwat's library and website.

5.3 Information notes

Description - A series of brief notes that describe our work, duties and issues that interest customers.

Availability - Ofwat's library and website.

5.4 Annual performance reports

Description - A set of five reports that we produce each year setting out the performance of the industry. This summarises information included in companies' June returns, regulatory accounts, principal statements and charges schemes.

Availability – 'Tariff structure and charges report'; 'Levels of service for the water industry in England and Wales'; 'Financial performance and expenditure of the water companies in England and Wales'; 'Security of supply, leakage and the efficient use of water'; 'Water and sewerage service unit costs and relative efficiency'. Ofwat's library and website.

5.5 MD and RD letters

Description – Managing Director (MD) and Regulatory Director (RD) letters are a series of letters that we send out to the companies setting out our policy on specific issues. These are one of the main tools we use to inform the industry about our policy developments.

Availability - Ofwat's library and website.

5.6 Director's Register

£

Description - Under Section 195 of the Water Industry Act 1991 the Director is required to enter onto his register the terms of:

- every water company licence (known as an 'Instrument of Appointment'), every termination or transfer of a licence, any change in the area a water company serves and any change in the conditions of a licence;
- every direction, consent or determination given or made under a water company licence by the Secretary of State, the Competition Commission or the Director;
- every final or provisional enforcement order made or confirmed under section 18 of the Act and any revocation of such an order;
- every undertaking given by a water company and accepted by the Secretary of State or the Director instead of making a final, or confirming a provisional, enforcement order and any notice that either of them send to a water company saying that they no longer believe that they have to make a final, or confirm a provisional, enforcement order;
- every special administration order and every discharge of such an order; and
- any guidance given to the Director by the Secretary of State about approving water companies' charges schemes.

The Director's Register excludes any provision that the Secretary of State has told the Director not to include because it would be against the public interest to do so.

Availability - Information in 'The Director's Register' is kept in our library.

5.7 Efficiency

Description - Each year we produce a report on companies' levels of efficiency for both capital and operating expenditure, and how they compare with other companies and against the assumptions we make when we set the companies' price limits. Under this scheme we also provide access to our published information explaining our approach to this area of work and developments in our thinking.

Availability - Included in the 'Water and sewerage service unit costs and relative efficiency report', and in letters to MDs and RDs setting out our policy and approach.

5.8 Benchmarking £

Description - In order to understand how the performance of companies in England and Wales compares to each other and to performance elsewhere in the world, we collect and compare information about companies' performance.

Availability - Published in 'International comparison of water and sewerage services 2000-2001 report' each year and 'Water and sewerage service unit costs and relative efficiency report'. Information that we collect for companies in England and Wales is included in their June returns and is available on CD-ROM.

5.9 Leakage

Description - We publish details of companies' levels of leakage each year. We also set targets for some companies and measure performance against these targets. Some companies set their own targets. We explain how we measure these figures and the actions we take against companies that fail to meet our targets.

Availability - Details of the companies' leakage performance is published in a press notice each July, followed by more details in 'Security of supply, leakage and the efficient use of water report' later in the year.

5.10 Drinking water

Description - The Drinking Water Inspectorate (DWI) is responsible for protecting the quality of companies' drinking water. Information about the DWI can be found on its website www.dwi.gov.uk.

However we publish some limited information on how the DWI's findings feed into companies' performance.

Availability - The 'Financial performance and expenditure of the water companies in England and Wales' and 'Levels of service for the water industry in England and Wales', both of which we publish each summer.

5.11 Environment

Description - The Environment Agency (EA) is responsible for regulating the environment. Information about the EA can be found on its website www.environment-agency.gov.uk. We publish limited information on how the EA's findings feed into companies' performance.

Availability - Included in the 'Financial performance and expenditure report of the water companies in England and Wales' and 'Levels of service for the water industry in England and Wales', both of which we publish each summer.

5.12 Maintaining companies' assets

£

Description - Companies are allowed money in price limits to maintain their assets (capital maintenance) so that the assets

deliver services to customers and the environment now and in the future. We publish details about companies' levels of capital maintenance expenditure. The companies provide the information on which this report is based to us and this is included in their June returns. Our scheme also includes published information on determining the levels of capital maintenance expenditure we allow in price limits and our expectations of the actions companies should take to measure what capital maintenance expenditure they will need to make in future.

Availability - Published in our reports 'Financial performance and expenditure of the water companies in England and Wales' and 'Levels of service for the water industry in England and Wales', and in letters to MDs and RDs setting out our policy and approach, and the June return CD-ROM.

5.13 Cost base

Description - Companies supply us, on a commercial in confidence basis, with costs they would expect to pay for a sample of capital schemes; for example, the costs of laying a given length of pipe of a given diameter.

Availability - We analyse the information that companies provide and publish the results on an anonymous basis in 'Capital works unit costs in the water industry'.

5.14 Long run marginal costs

£

Description - We publish details of companies' long run marginal costs and our approach to establishing and using them.

Availability - MD and RD letters, companies' submissions and 'Tariff structure and charges report' which is published each year.

5.15 Demand and supply management

£

Description - We publish details of our policy for dealing with demand and supply management issues.

Availability - MD and RD letters, company submissions.

5.16 Efficient use of water

Description - We publish details about how companies meet their duty to promote the efficient use of water.

Availability – ‘Security of supply, leakage and the efficient use of water report’, MD and RD letters.

Financial information

5.17 Financial model

£

Description - The Aquarius 3 financial model which we use to calculate companies’ price limits is available. There may be further releases of the model during 2003 as we confirm our approach to the next price review. The Aquarius 3 rule book is available.

Availability - Rules underlying the model are available from our library. Model is available from Cap Gemini Ernst and Young.

5.18 Companies’ corporate structures

£

Description - We publish our consultation papers where companies propose restructuring or where companies merge or are taken over. Where mergers are automatically referred to the

Competition Commission (CC), The Stationery Office publishes the report.

Availability - Consultation papers, CC Reports, proposed licence modifications.

5.19 Regulatory accounts

£

Description - We publish our guidance to companies on how they should produce their regulatory accounts. We publish our analysis of the companies' regulatory accounts and copies of the companies' regulatory accounts are available from our library.

Availability - Regulatory Accounts Guideline (Rags 1-5), 'Financial performance and expenditure report of the water companies in England and Wales' gives industry level information. Our report on company performance on a company by company basis is also available. Companies' regulatory accounts are held in our library.

5.20 Land disposals

Description - We publish the numbers and proceeds of companies' land disposals by WaterVoice areas.

Availability - 'Financial performance and expenditure report of the water companies in England and Wales'.

5.21 Operating and capital expenditure

£

Description - Published information on companies' operating and capital expenditure.

Availability - 'Financial performance and expenditure report of the water companies in England and Wales' and company submissions.

5.22 Transfer pricing

Description - We publish details of companies' trade with their associates, as well as our guidance to companies on how transactions with associates should be handled -(Regulatory Accounting Guideline 5).

Availability - 'Financial performance and expenditure report of the water companies in England and Wales' and Regulatory Accounting Guideline 5 'Transfer pricing in the Water Industry'.

5.23 City briefings

Description - We include the text of our City briefings on our website. We brief the City including investors and analysts about our activities.

Availability - Briefings on website.

5.24 Regulatory capital values (RCVs)

Description - We publish our forecasts of companies' regulatory capital values, that is the financial value we place on the companies' assets on which they can earn a rate of return. This was published for the first time in 2002. We also publish details of how we calculate RCVs.

Availability - MD and RD letters.

5.25 Cost of capital

Description - We will publish details of the work we have undertaken with the other regulators on companies' cost of capital.

Availability - Once published we will place this on our website and in our library.

Price setting

5.26 Customer research

Description - We will publish the results of the customer research we carry out to inform our price setting decisions. We will publish any guidance we produce for companies on how they should conduct their customer research.

Availability - Ofwat's library and website.

5.27 Periodic review policy and process

Description - We intend publishing our approach to conducting the price review, as well as our consultation on the issues underlying our price review policy.

Availability – ‘Ofwat forward programme 2002-03 to 2004-05’, RD letters, publications on periodic review, consultation responses.

5.28 Determinations

£

Description - We intend publishing the results of our draft and final determinations of price limits for the 2004 periodic review. Final and draft determinations for the 1999 price review are available on our website and from our library. The Stationery Office publishes determinations made by the CC.

Availability - For 1999 review, ‘Final determinations – future water and sewerage charges 2000-05’, Draft determinations – future water and sewerage charges 2000-05’, and ‘Prospects for prices’. Non Competition Commission determinations can be found in our library and on our website.

5.29 Company submissions

£

Description - We intend placing all non-confidential data provided to us by the companies for the price review, in our library. We will also place the non-confidential reports and auditors' reports on companies' submissions in the library. Companies' monitoring plans will also be published.

Availability - Company submissions; monitoring plans.

5.30 Interim determinations

Description - We publish our draft and final determinations of price limits where these are determined between price reviews, plus the policy and timetable we will follow. In 2002, we published the spreadsheet model which we use to calculate interim determinations for the first time.

Availability - Determinations, MD and RD letters, press notices, consultation papers.

5.31 Competition Commission references

£

Description - The Competition Commission's reports where the Commission is required to re-determine price limits for companies.

Availability - The Stationery Office.

Monitoring companies' performance

5.32 Reporters

£

Description - We publish our guidance to reporters and the protocol setting out the reporters' task and contractual arrangements, which has been agreed with the water companies.

The reporters are independent professionals that certify the information that companies provide to us. We also publish the discussion points coming out of the twice-yearly reporters and auditors joint workshop. The non-confidential parts of reporters' reports on companies' June return and price review submissions are available from our library.

Availability - Reporters' protocol, MD and RD letters, reporters' submissions.

5.33 Auditors

£

Description - Discussion points from the twice-yearly reporters and auditors.

Our guidance to auditors. Auditors' non-confidential reports.

Availability - MD and RD letters, auditors' reports.

5.34 Our reporting requirements

£

Description - We publish our guidance on June returns, the principal statement, sewerage service explanatory factors and other submissions including business plans. We also consult on the information that we require from companies.

Availability - RD letters, June return reporting requirements, sewerage service explanatory factors information requirements, business plan reporting requirements.

Competition

5.35 Competition policy

Description - A report on the current state of competition in the industry. Our response to the Government's public consultation on competition.

Availability - MD and RD letters, information notes, 'Current state of competition' and our responses to the Government's consultation on competition.

5.36 Bulk supplies

Description - We publish our approach to determining agreements, and the details of the agreements that we make.

Availability - MD and RD letters.

5.37 Inset appointments

Description - We intend including non-confidential details of existing inset appointments, plus information about completed applications we are currently examining.

Availability - Reports on inset appointment applications; inset appointments we have granted; and our guidance on applying for an inset appointment are all available from our library and our website.

5.38 Access codes and prices

£

Description - We have included companies' indicative access prices on our website for the first time this year. Our scheme includes our guidance to companies on how they should develop their access codes to allow common carriage, that is how companies provide access to their networks and infrastructure to others. Companies' access codes are available from the companies.

Availability - Access code guidance, and indicative access code prices.

5.39 Self-lay of new water pipes

Description - Our guidance to companies on the principles they should apply when individuals or other third parties wish to lay their pipes. The terms of reference of the Ofwat Self-lay Advisory Group (OSLAG) are also available, plus agendas and minutes of these meetings.

Availability - Self-lay guidance, OSLAG terms of reference, minutes and agendas.

Charges and tariffs

5.40 Tariff policy

Description - Published information on our tariff policy and how we have come to our decisions. Published information on developments in our tariff policy.

Availability - MD and RD letters, 'Tariff structure and charges' reports.

5.41 Approving companies' charges schemes

Description - Our approach and timetable for approving companies' charging schemes. Our published information on how we made those decisions and any changes we have required of companies' schemes.

Availability - MD and RD letters, annual 'Tariff structure and charges' reports.

5.42 Tariff and charging data

Description - Details of all published information on companies' tariffs and charges and industry average charges since privatisation.

Availability – ‘Tariff structure and charges’ reports.

5.43 Special agreements

£

Description - Published details of anonymised existing special agreements are placed in our library. Where new special agreements are put in place we plan to publish details.

Availability - Special agreements register from library and on website - updated every six months.

5.44 Reselling of water

Description - Consultation and conclusions on Order limiting charges for water/sewerage services supplied by companies and resold by third parties.

Availability - Consultation and policy papers, and Resale Price Order.

Performance standards

5.45 Guaranteed service standards (GSS)

£

Description - Existing guaranteed service standards, plus changes we have proposed to existing standards. We publish industry level details of payments the companies make to their customers under the guaranteed service standards and their own compensation schemes in our annual levels of service reports. Company data is included in their June returns.

Availability - Government Regulations, consultations on GSS, WaterVoice annual report, ‘Levels of service for the water industry in England and Wales’, June return CD-ROM.

5.46 Levels of service

£

Description - The levels of service that companies are expected to meet plus companies' annual performance against these standards. Companies' data as included in their June returns is also available from our library. Consultation and conclusion on appropriate service standards.

Availability - 'Levels of service for the water industry in England and Wales', June return data. MD and RD letters, published papers and June return CD-ROM.

5.47 Overall performance assessment

Description - Our methodology for producing our assessment of companies' overall performance. The guidance on how we will take account of companies' overall performance in setting companies' price limits. Results of our annual assessments.

Availability - Published consultation and policy papers, policy and determination papers for price reviews and 'Levels of service of the water industry in England and Wales'.

Complaints

5.48 Complaint statistics and handling

£

Description - The procedure we follow in handling complaints, plus statistics including complaints received by companies and our performance in handling complaints. Procedure for handling complaints against ourselves.

Availability - Ofwat's annual report, available from The Stationery Office and free on our website. Leaflets including 'Water and sewerage – how we can help you if you have a complaint' and 'Ofwat's complaints procedure – how we can help you if you have a complaint about a water company'.

5.49 Determinations

£

We have formal powers, vested in the Director, to resolve certain disputes.

Description - We publish determinations on

- water and sewerage connections;
- the terms and conditions for non-domestic supplies;
- sewerage adoption appeals;
- pipelaying on private land; and
- trade effluent appeals.

Availability - Determinations are placed in our library.

5.50 Trade effluent appeals

£

Description - Our formal determination letters on trade effluent appeals.

Availability - Appeals decision letters are available from our library.

5.51 Competition Act 1998 complaints

£

Description - In exercising his concurrent powers under the Competition Act 1998, the Director publishes:

- general advice and information about the application of the Chapter I prohibition and the Chapter II prohibition of the Competition Act 1998 and the enforcement of those prohibitions;
- decisions as to whether or not the Competition Act 1998 has been infringed;
- in relation to infringement decisions, directions intended to bring the infringement to an end;
- interim measures directions;
- decisions to grant an exemption from the Chapter I prohibition of the Competition Act 1998 or to extend, change or withdraw an existing exemption;

- decisions that certain exclusions in the Competition Act 1998 do not apply to particular agreements;
- decisions granting a request by a third party to withdraw or vary an earlier decision;
- notices about public consultations when he proposes to take action and is required, or decides, to consult the public first; and
- summaries of the nature and objectives of agreements or conduct which are the subject of applications for a decision under section 14 or 22 of the Competition Act 1998.

Some confidential information may be removed from the public versions of these decisions, directions, notices and summaries.

Availability - General advice and information we publish about the application of the Competition Act 1998 is available on our website and in hard copy from our library. This includes: a guideline on its application in the water and sewerage sectors; a leaflet on how to complain to Ofwat; an information note; annual reports on application in the water and sewerage sectors (the first of which was published this year).

The Director is required to publish these decisions, directions, notices and summaries by entering them onto a register maintained by the Director General of Fair Trading (which can be inspected on the Office of Fair Trading's website www.ofwat.gov.uk and at its offices between 10.00am and 4.30pm every working day). In addition, hard copies will be available from the Ofwat library.

Further information and advice on the application of the Competition Act 1998 is published by the Office of Fair Trading and is available on its website or by telephone on 0870 60 60 321. At the date of publication, the Director had not made or issued any decisions, directions, notices or summaries as described above.

Consumer issues

5.52 Guidelines and codes of practice

Description - Our guidelines and code of practice to companies on issues that matter to consumers including dealing with customers in debt, customers with special needs. Our reviews of how companies implement these guidelines.

Availability - Published consultations and conclusions on guidance. Published reports on company policy and practice.

5.53 Market research

£

Description - Published results of all market research we undertake.

Availability - Market research results.

Managing what we do

5.54 Annual reports and accounts

£

Description - All annual reports for Ofwat, our accounts and hospitality register.

Availability - Annual reports, Ofwat's financial accounts and hospitality register - Ofwat library and website. Hard copies of our annual report are available from The Stationery Office.

5.55 Forward programme

Description - Programmes setting out the activities Ofwat will take in the three years ahead.

Availability - Forward programmes - draft and final documents.

5.56 Management structure

Description - Details of all Ofwat staff to team leader level and staffing structure. Biographies of senior management team. Names and telephone numbers for all staff. Details of Ofwat's Non-Executive Advisory Directors.

Availability - Website, forward programme, telephone directory.

5.57 Job vacancies

Description - All job vacancies for external recruits are posted on our website.

Availability - Website.

5.58 Staff guidance

Description - Internal guidance to staff including our handbook covering all staff management procedures, our health and safety guidance, and our guidance on filling vacancies. Minutes of our Office Committee meetings are also available.

Availability - From our library.

5.59 Responses to consultations

£

Description - All published responses by Ofwat to external consultations; and responses that our stakeholders provide to us on consultations that we undertake, that are not provided in confidence, are available from our library.

Availability - Website and from our library.

5.60 Procurement

£

Description - Major procurement contracts let. Names of contract winners and values of contracts.

Availability - Annual report and from our library.

WaterVoice

Complaints

5.61 Complaint handling

Description - The procedure WaterVoice follows for handling customer complaints against the water companies.

Availability - WaterVoice leaflet 'How we can help if you have a complaint'.

5.62 Complaints received about each water company

Description - Statistical information on the number of water company customer complaints received by WaterVoice.

Availability - WaterVoice annual report, WaterVoice Committee papers, WaterVoice website

5.63 Complaint handling performance targets

Description - WaterVoice's performance targets and its performance against these for handling customers' complaints against the water companies.

Availability - WaterVoice leaflet 'How we can help if you have a complaint' and WaterVoice annual report.

5.64 Complaints against WaterVoice

Description - The procedure for handling complaints against ourselves.

Availability - WaterVoice leaflet 'How we can help if you have a complaint' and 'Ofwat complaints procedure' leaflet.

Membership

5.65 Appointment procedure

Description - Policy and practice for recruiting and appointing members.

Availability - Procedure document 'Procedure for the appointment of WaterVoice Regional Committee Chairs and Members' on WaterVoice's website, Members Application Information Pack and WaterVoice leaflet 'A WaterVoice role for you' and WaterVoice Members' Handbook.

5.66 Membership statistics

£

Description - Membership statistics including numbers and analysis of members by age, gender and ethnic minority groups.

Availability - Ofwat Annual Report, hard copies available from The Stationery Office and on our website.

5.67 Members' details

Description - Committee membership – names of Chairmen and members and biographical information plus date first appointed.

Availability - WaterVoice Annual Report and website.

5.68 Council meetings

Description - Minutes of Council meetings

Availability - WaterVoice website.

5.69 Committee meetings

Description - Agendas, papers and minutes of public meetings

Availability - WaterVoice website or from relevant WaterVoice office. Contact details are included at appendix 1 WaterVoice Committees.

Consumer policy and information

5.70 Consumer policy and information

Description - WaterVoice responses to Ofwat and Government consultations, briefing notes (for example on EU Directives and Parliamentary Bills), policy position papers eg on competition, general information on water companies' practices, guidance for business customers.

Availability - Consultation responses, briefing notes, policy papers, Best Practice Registers on website and leaflets.

Relationship with Ofwat

5.71 Memorandum of Understanding

Description - Memorandum of Understanding between Ofwat and WaterVoice on the way we work together.

Availability - Memorandum of Understanding.

Section 6 – Contacts

Who do I contact if I have a query about Ofwat's publication scheme?

29. Roger Dunshea, Director of Operations, has overall responsibility for our publication scheme. Ingrid Olsen, Parliamentary and Publications Manager, is responsible for maintaining and reviewing our scheme.

30. Your enquiries help us to identify what is missing from our publication scheme. We would also like comments on what you think of our scheme and what we can do to improve it. We would like comments emailed or posted to:

Ingrid Olsen
Office of Water Services
Centre City Tower
7 Hill Street
Birmingham
B5 4UA

Email: FOI@ofwat.gsi.gov.uk

31. A number of other organisations are mentioned in this publication scheme and their contact details are included below.

Defra

Department for Environment,
Food and Rural Affairs
3-8 Whitehall Place
London SW1A 2HH

Email helpline@defra.gsi.gov.uk
Website www.defra.gov.uk

Information Commissioner's details

Information Commissioner
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF

Tel 01625 545 745
Fax 01625 524 510

Email data@dataprotection.gov.uk
Website www.dataprotection.gov.uk

DWI

Drinking Water Inspectorate
Floor 2/A1
Ashdown House
123 Victoria Street
London SW1E 6DE

Tel 020 7944 5956
Fax 020 7944 5969
Email dwi.enquiries@defra.gsi.gov.uk
Website www.dwi.gov.uk

Lord Chancellor's Department

Lord Chancellor's Department
Selborne House
54-60 Victoria Street
London SW1E 6QW

Tel 020 7210 8500
Email general.enquiries@lcdhq.gsi.gov.uk
Website www.lcd.gov.uk

EA

Environment Agency
Rio House
Waterside Drive
Aztec West
Almondsbury
Bristol BS32 4UD

Tel 01454 624400
Fax 01454 624409
Email enquiries@environment-agency.gov.uk
Website www.environment-agency.gov.uk

OFT

Office of Fair Trading
Fleetbank House
2-6 Salisbury Square
London EC4Y 8JX

Tel 020 7211 8000
Fax 020 7211 8800
Email enquiries@oft.gov.uk
Website www.oft.gov.uk

The Stationery Office

The Stationery Office
P O Box 29
Norwich NR3 1GN

Tel 0870 600 5522

Email customer.services@theso.co.uk

Website www.tso.co.uk/bookshop/bookstore.asp

Appendix 1 WaterVoice offices

Calls to all Lo-call numbers are charged at local rates.

WaterVoice Central

First Floor, Chanelle House, 86 New Street, Birmingham,
B2 4BA

Telephone: 0121 644 5252

(Lo-call: 08457 023953)

Fax: 0121 644 5256

E:Mail central@watervoice.org.uk

Office hours: 8.30 – 16.30 Mon-Fri

Responsible for customers of: **Severn Trent Water, South
Staffordshire Water**

WaterVoice South West

First Floor, Broadwalk House, Southernhay West, Exeter,
EX1 1TS

Telephone: 01392 428028

(Lo-call: 08457 959059)

Fax: 01392 428010

E:Mail southwest@watervoice.org.uk

Office hours: 8.30 – 16.30 Mon-Fri

Responsible for customers of: **South West Water**

WaterVoice Eastern

Ground Floor, Carlyle House Carlyle Road, Cambridge, CB4 3DN

Telephone: 01223 323889

(Lo-call: 08457 959369)

Fax: 01223 323930

E:Mail eastern@watervoice.org.uk

Office hours: 8.30 – 16.30 Mon-Fri

Responsible for customers of: **Anglian Water Cambridge Water, Essex and Suffolk Water, Tendring Hundred Water**

WaterVoice Thames

Fourth Floor (Sth), High Holborn House, 52/54 High Holborn, London WC1V 6RL

Telephone: 020 7831 4790
(Lo-call: 08457 581658)
Fax: 020 7831 4850
E:Mail thames@watervoice.org.uk

Office hours: 9.00 – 17.00 Mon-Fri

Responsible for customers of: **Thames Water, Three Valleys Water, Sutton and East Surrey Water**

WaterVoice Northumbria

Eighth Floor, Northgate House, ST Augustine's Way, Darlington, DL1 1XA

Telephone: 01325 464222
(Lo-call: 08457 089367)
Fax: 01325 369269
E:Mail northumbria@watervoice.org.uk

Office hours: 9.00 – 17.00 Mon-Fri

Responsible for customers of: **Northumbrian Water, Hartlepool Water**

WaterVoice Wales

Room 140, Caradog House, 1-6 St Andrews Place, Cardiff, CF10 3BE

Telephone: 029 2023 9852

(Lo-call: 08457 078267)

Fax: 029 2023 9847

E:Mail wales@watervoice.org.uk

Office hours: 8.30 – 16.30 Mon-Fri

Responsible for customers of: **Dwr Cymru Cyfyngedig, Dee Valley Water**

WaterVoice North West

Suite 902, 9th Floor, Bridgewater House, Whitworth Street, Manchester, M1 6LT

Telephone: 0161 236 6112

(Lo-call: 08457 056316)

Fax: 0161 228 6117

E:Mail northwest@watervoice.org.uk

Office hours: 9.00 – 17.00 Mon Fri

Responsible for customers of: **United Utilities Water**

WaterVoice Wessex

2 The Hide Market, West Street, St Philips, Bristol, BS2 0BH

Telephone: 0117 955 7001

(Lo-call: 08457 078268)

Fax: 0117 955 7037

E:Mail wessex@watervoice.org.uk

Office hours: 8.30 – 16.30 Mon-Fri

Responsible for customers of: **Wessex Water Services, Bournemouth and West Hampshire Water, Bristol Water, Cholderton & District Water**

WaterVoice Southern

Fourth Floor (Sth), High Holborn House, 52/54 High Holborn, London WC1V 6RL

Telephone: 020 7831 4790

(Lo-call: 08457 581658)

Fax: 020 7831 7253

E:Mail southern@watervoice.org.uk

Office hours: 9.00 – 17.00 Mon-Fri

Responsible for customers of: **Southern Water Services, Folkestone & Dover Water Services, Portsmouth Water, Mid Kent Water, South East Water**

WaterVoice Yorkshire

Eighth Floor, Northgate House, St Augustine's Way, Darlington, DL1 1XA

Telephone: 01325 469777

(Lo-call: 08457 089368)

Fax: 01325 369269

E:Mail yorkshire@watervoice.org.uk

Office hours: 9.00 – 17.00 Mon-Fri

Responsible for customers of: **Yorkshire Water**

Appendix 2 Our charges

Dear MD/RD letters

32. These are copies of letters sent to the Managing Directors/Regulatory Directors of all appointed water companies. A list of letters sent since August 1989 can be obtained from the Library and Information Service and is also on our website <http://www.ofwat.gov.uk>; full text of letters MD129 (May 1997) onwards and RD17/99 (August 1999) onwards are on the web.

Single copies available free.

Subscription (including Ofwat press notices and all major publications) April 2002 - March 2003 **£215**

Press notices

33. Ofwat press notices are available on the internet:

Ofwat press releases 1998 onwards

<http://213.38.88.195/coi/coipress.nsf/gws>

WaterVoice Committees' press releases 1998 onwards

<http://213.38.88.195/coi/coipress.nsf/gcu>

WaterVoice Council press releases 1998 onwards

<http://213.38.88.195/coi/coipress.nsf/gon>

We also offer subscription mailing services (**£85 - £150pa**); if interested please telephone 0121 625 1431 for full details.

Speeches

34. Speeches and statements made by the Director General of Water Services, Philip Fletcher, are available free of charge. A list of these speeches can be obtained from the Library and Information Service on request and is also on our website; full texts of most speeches are on the web.

Director's register

35. This comprises water company licences, undertakings and determinations. Extracts can be purchased at **10p/page; minimum charge £1.00**

Photocopying charges

36. Water company submissions, responses to Ofwat consultation papers, other items placed in the public domain **10p/page; minimum charge £2.00.**

Photocopies from other non-Ofwat documents (including water companies' regulatory accounts) **25p/page; minimum charge £5.00.**

Appendix 3 Full list of classes of information

Ofwat

Regulating the companies

- 5.1 Our duties
- 5.2 Press notices
- 5.3 Information notes
- 5.4 Annual performance reports
- 5.5 MD and RD letters
- 5.6 Director's Register
- 5.7 Efficiency
- 5.8 Benchmarking
- 5.9 Leakage
- 5.10 Drinking water
- 5.11 Environment
- 5.12 Maintaining companies' assets
- 5.13 Cost base
- 5.14 Long run marginal costs
- 5.15 Demand and supply management
- 5.16 Efficient use of water

Financial information

- 5.17 Financial model
- 5.18 Companies' corporate structures
- 5.19 Regulatory accounts
- 5.20 Land disposals
- 5.21 Operating and capital expenditure
- 5.22 Transfer pricing
- 5.23 City briefings
- 5.24 Regulatory capital values
- 5.25 Cost of capital

Price setting

- 5.26 Customer research
- 5.27 Periodic review policy and process
- 5.28 Determinations
- 5.29 Company submissions

5.30 Interim determinations

5.31 Competition Commission references

Monitoring companies' performance

5.32 Reporters

5.33 Auditors

5.34 Our reporting requirements

Competition

5.35 Competition policy

5.36 Bulk supplies

5.37 Inset appointments

5.38 Access codes and prices

5.39 Self-lay of new water pipes

Charges and tariffs

5.40 Tariff policy

5.41 Approving companies' charges schemes

5.42 Tariff and charging data

5.43 Special agreements

5.44 Reselling of water

Performance standards

5.45 Guaranteed service standards

5.46 Levels of service

5.47 Overall performance assessment

Complaints

5.48 Complaint statistics and handling

5.49 Determinations

5.50 Trade effluent appeals

5.51 Competition Act 1998 complaints

Customer issues

5.52 Guidelines and codes of practice

5.53 Market research

Managing what we do

- 5.54 Annual reports and accounts
- 5.55 Forward programme
- 5.56 Management structure
- 5.57 Job vacancies
- 5.58 Staff guidance
- 5.59 Responses to consultations
- 5.60 Procurement

WaterVoice

Complaints

- 5.61 Complaint handling
- 5.62 Complaints received by each water company
- 5.63 Complaint handling performance targets
- 5.64 Complaints against WaterVoice

Membership

- 5.65 Appointment procedure
- 5.66 Membership statistics
- 5.67 Members' details
- 5.68 Council meetings
- 5.69 Committee meetings

Consumer policy and information

- 5.70 Consumer policy and information

Relationship with Ofwat

- 5.71 Memorandum of Understanding