

Centre City Tower, 7 Hill Street, Birmingham B5 4UA  
21 Bloomsbury Street, London WC1B 3HF

By email

04 March 2016

Environmental Information Regulations 2004 –Request For Information

Reference: EIR 19022016

Dear 

Further to your request for information concerning:

**Appeals in respect of the adoption of the drains and sewers at the De Vigier Avenue Estate.**

I can confirm that after a full review of our systems that there are no recorded appeals held at Ofwat. However we note that this does not necessarily mean that the sewers and lateral drains serving the De Vigier Avenue estate are owned by Anglian Water.

Ofwat is still of the opinion that information regarding the issue of ownership should also be available from Anglian Water.

If you wish to make a complaint regarding Anglian Water you have the right to request a review of your request using their complaints service. If after this you remain dissatisfied then you can raise your complaint with the Consumer Council for Water (CCW). Their details are as follows:

E-mail [enquiries@ccwater.org.uk](mailto:enquiries@ccwater.org.uk)

Freedom of Information/EIR Provide the Information

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Postal Address      Consumer Council for Water, 1st Floor Victoria Square House, Victoria Square, Birmingham, B2 4AJ

If you have any queries or concerns with regard to the content of this email please do contact me, quoting the reference number.

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of the decision, please contact:

Programme Office  
Ofwat  
Centre City Tower  
7 Hill Street  
Birmingham B5 4UA  
[mailbox@ofwat.gsi.gov.uk](mailto:mailbox@ofwat.gsi.gov.uk)

If you are not happy with the outcome of that review you can ask the Information Commissioner's Office to consider your complaint. Generally, the ICO will not make a decision unless you have exhausted Ofwat's complaints procedure. The ICO can be contacted at:

<https://ico.org.uk/>

or

The Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow

Yours sincerely,

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Christine Manise

Senior Associate, Freedom of Information

Operations

Ofwat

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