

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

By email

02 June 2016

Environmental Information Regulations 2004 - Request For Information

Reference: EIR 70052016

Thank you for your request for information concerning:

Historical Average Water Bill by Company.

Your request has now been considered under the terms of the Environmental Information Regulations (EIRs)2004.

Ofwat confirms it does hold some of the information you have requested however, under Regulation 6 (b) of the EIRs, we are not required to provide information in response to a request if it is already reasonably accessible to you.

Ofwat no longer publishes this information in the format you have requested. Instead Water UK now publish this information and some of the information you have requested can be found on their website [here](#)

If for some reason this link does not work for you, you can search for the results using the latest news section and searching under customer water charges.

Water UK currently publish information relating to 2014 onwards. Information relating to data from 2008-2014 is available on Ofwat's old website which is now archived on The National Archives (TNA) website and can be found [here](#). Once you have selected the relevant year simply select the Average household bills fact sheet.

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:

Freedom of Information/EIR S21

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Programme and Project Management Office

Ofwat

Centre City Tower

7 Hill Street

Birmingham B5 4UA

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,

Christine Manise

Senior Associate, Freedom of Information

Programme and Project Management

Ofwat

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