

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

By email

27 June 2016

Environmental Information Regulations –Request For Information

Reference: EIR 82062016

Dear 

Thank you for your request for information. I write to confirm that the information you have requested is not held by Ofwat.

As the economic regulator of the water industry Ofwat holds a variety of information in relation to the finance and governance of water companies, however we also make determinations through our Casework team in a small amount of decisions which cannot be resolved for customers who have exhausted a water companies complaints process and subsequently the Consumer Council for Water.

Our systems cannot locate any information on the details provided, however if you can provide additional information I will be happy to extend the searches I have undertaken.

You mentioned in your request that previous requests have been ignored, but you do not advise to whom those requests have been directed to. Water companies are not subject to the terms and conditions of the Freedom of Information Act (FOIA) but are subject to the Environmental Information Regulations (EIR) 2004.

If you have directed a request to the water company and they have not responded you should follow their internal review process and then if you remain dissatisfied have the right of appeal with the Information Commissioner.

Freedom of Information/EIR Information Not Held

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If you do have further information that will enable me to assist you further please contact me and I will be happy to discuss this issue with you.

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 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,

Freedom of Information/EIR Information Not Held

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