

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

By email

30 June 2016

Environmental Information Regulations (EIR) –Request For Information

Reference: EIR 86062016

Dear 

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

Ofwat does not routinely collect information specifically to which you have requested.

As the economic regulator for the water industry we collect information which enables us to regulate the water companies in England and Wales (Scotland and Northern Ireland have their own regulator). However, this type of information does not fall under the area you have requested.

In some circumstances we investigate disputes between customers and their water companies, which have failed to be resolved through the water companies' normal complaints process and subsequently by the Consumer Council for Water (CCW). I can confirm that in this instance Ofwat has not investigated the incidents contained within your request email.

I was a little confused with your reference to a Birmingham incident as the link you provided refers to a Cornwall incident (South West Water) and the attachment referred to an Oldham, Lancashire incident (United Utilities). These incidents evidence the involvement of other public sector bodies who may have further information that can also be requested under EIR, for example, the Public Health Executive or the local councils for Cawsand and Oldham.

Freedom of Information/EIR Information Not Held

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

For your information water companies are also subject to the terms and conditions of the EIRs and I have included contact details of the relevant organisations below. The CCW also may have further information that you may be able to obtain and their details are also listed below.

Cornwall Council

Consumer Council for Water (CCW)

Public Health Executive

Oldham Council

United Utilities

South West Water

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

FOI 2 Information Not Held

Freedom of Information/EIR Information Not Held

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

Water Lane
Wilmslow

Yours sincerely,

Christine Manise
Senior Associate, Freedom of Information
Programme and Project Management
Ofwat
Centre City Tower
7 Hill Street
Birmingham B5 4UA