

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

By email

08 February 2016

Environmental Information Regulations –Request For Information

Reference: EIR 07012016/13012016

Dear 

Further to your recent requests for information I write to confirm that the information you have requested is not held by Ofwat.

As you are aware Richard Khaldi has previously responded to your concerns regarding Severn Trent Water Company and our investigations which were completed in 2011. He informed you that we had issued our final decision in this matter and he was satisfied that Ofwat had acted accordingly. We no longer have jurisdiction to take action and we have not had cause to undertake a new investigation, therefore we do not hold the information you have requested.

The Freedom of Information Act and the Environmental Information Regulations place a duty on public sector authorities and relevant companies covered by the legislation, to respond to applicants who have requested information. We are not obliged to obtain information we do not hold, in order to respond to an applicant's request. Your request for a copy of the working drawings is not held by Ofwat and you should direct your request to Severn Trent.

In accordance with the terms and conditions of their water license they are also obliged to make a copy of their Code of Practice available to customers who may wish to see a copy. If you wish to make a complaint against them in relation to this

Freedom of Information/EIR Information Not Held

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you should follow their complaint's procedure and then contact the Consumer Council for Water. The below link contains a useful guide on how to complain:

<http://www.ccwater.org.uk/adviceandcomplaints/>

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

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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