

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

By email

Date 27.01.2016

Freedom of Information Act/Environmental Information Regulations –
Request For Information

Reference: Fol 10012016

Dear 

Thank you for your email in which you request:

*Fines issued to Water companies within the UK in the last 6 months June 2015-
December 2015.*

Ofwat can confirm that there were no fines in the period June 2015 - December 2015.

If you have an interest in regarding automatic rewards/penalties on performance from 2015, there is information regarding the outcome delivery incentives as explained in Appendix A2 of our recent [price determinations](#) and collated in our [recent spreadsheet](#). These are not fines as such, but instead are pre-determined rewards and penalties for each unit of under/out-performance on each of the performance commitments – and are based on extensive customer research and engagement by water companies.

For your information we can still fine companies for misreporting – or indeed, for under-performance. Outcome delivery incentives have ‘caps’ and ‘collars’ for performance within which the incentives apply, and we would consider enforcement action outside these bands; equally we could do so within these performance bands as well.

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These outcome delivery incentives apply from 1 April 2015 and have replaced the Key Performance Indicators we used up to 2014/15.

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

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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