

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

By email

29th January 2016

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

Reference: Fol 11012016

Dear 

Thank you for your email in which you request:

*I am looking for performance commitments that various water companies had failed to meet from 2014-15 and the penalty that they may have incurred as a result of missing the target.*

*The companies I am looking for are Yorkshire Water, Anglian, Northumbrian Water and Thames.*

In reply we would like to advise the following:

- With respect to the Key Performance Indicator's (KPIs), as published on our website, water companies have not yet received any penalties from these
- We can advise that at the "blind year reconciliation", at the last price review, we considered whether companies had met their commitments during 2010-2014 and penalised them where they did not. This amounted to approximately a £688m penalty across the industry, including where companies did not meet their commitments and no longer needed to carry out projects due to changes outside their control. This included only a forecast for 2014/15 because we set these price limits in December 2014, but we will update these in 2016 to match actual 2014/15 performance.

Freedom of Information/EIR Provide the Information

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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](mailto: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 Provide the Information

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Centre City Tower, 7 Hill Street, Birmingham B5 4UA  
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Christine Manise

Senior Associate, Freedom of Information

Operations

Ofwat

Centre City Tower

7 Hill Street

Birmingham B5 4UA

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- 'i blind year'. Ofwat is required to set limits without knowing the performance. We set the price limits based on forecast performance, but will calculate what the 'actual' reconciliation should have been. An adjustment is then made at the next price review