

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

By email

23 February 2016

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

Reference: Fol 12012016

Dear 

Thank you for your request for information. I write to confirm that the information you have requested is not held by Ofwat. Ofwat did not collect information on the number of meters installed on an annual basis after 2010, therefore we are unable to provide the information to extend that particular time series.

However, in 2013, companies included historic (2010-2013) and forecast (2013-2020) customer numbers in their business plans. This allows us to estimate the metering levels for these years.

The methodology used for calculating does not precisely match that for the time series up to 2010, though the definitions are broadly the same. For example, depending on the summary data you have previously used has used, this could include meter replacements in the figures up to 2010.

For your information I have attached a spreadsheet of the metering data showing the total number of metered/unmetered customers in each year, from which this can be derived.

With regards to data concerning consumption decrease, Ofwat does not hold any information on water usage after 2010. However, this can be found published by Water UK at <http://www.water.org.uk/publications/reports/industry-facts-and-figures->

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2015 for 2015 and elsewhere on the site for the previous two years – this includes per capita consumption under the ‘company volumetrics’ heading.

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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Operations

Ofwat

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