

Freedom of Information/EIR Information Not Held

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

By email

23 February 2016

Freedom of Information Act- Request For Information

Reference: Fol 20022016

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 payment type data for England and Wales and we do not hold any historical data. It is possible that this specific type of data is held with the individual water companies. I have attached a link to a brief summary of our approach to companies' payment schemes on our website, which you might find helpful:

<http://www.ofwat.gov.uk/households/your-water-bill/payment-options/>

You may also wish to ask the Consumer Council for Water who are the independent representative of household and business water consumers in England and Wales.

They can be contacted at:

Consumer Council for Water, 1st Floor Victoria Square House, Victoria Square, Birmingham, B2 4AJ

enquiries@ccwater.org.uk

Tel: 0300 034 2222

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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

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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