

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

By email

19 February 2016

Freedom of Information Act - Request For Information

Reference: Fol 24022106

Thank you for your request for information concerning:

Data on the average household water and sewerage bills in the London area

Your request has now been considered under the terms of the Freedom of Information Act.

Under Section 21 of the Freedom of Information Act, we are not required to provide information in response to a request if it is already reasonably accessible to you.

The information you have requested regarding Thames Water data can be found on their website which is accessible via this link:

<http://www.thameswater.co.uk/help-and-advice/16135.htm>.

You may be interested to know that we do not approve company charges schemes directly any more, and instead have set charging rules that companies must comply with. The 'assurance statement' set out at the link above confirms that Thames Water has provided assurance to us that they have complied with these rules.

To help provide us with independent assurance, companies are required to consult with the Consumer Council for Water (CCWater) on their charges scheme proposals before they are published. CCWater report any problems with companies meeting their obligations, including charges rules, to us.

Finally, the company must publish a 'statement of significant changes' (also at the link above) which confirms that there are no major changes in charging policy this year.

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Our charging rules can be found [on our website](#). Rules 12-17 are the most closely associated with the obligation on companies (set out in their licences) that charges must show no undue discrimination or preference and what this means in practice.

If you need to discuss your request further please feel free to contact me quoting the reference number above and I will be happy to help you further.

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

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Yours sincerely,

Christine Manise
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