

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

By email

24 March 2016

Freedom of Information Act - Request For Information

Reference: FOI 35032016

Dear 

Thank you for your request for information concerning Ofwat's current published numbers for metered and unmetered households.

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.

You may be interested to know 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 previously 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.

If you have any queries or concerns with regard to the content of this email please do contact me, quoting the reference number.

Freedom of Information/EIR Information Not Held

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

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,

Freedom of Information/EIR Information Not Held

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

Christine Manise

Senior Associate, Freedom of Information

Operations

Ofwat

Centre City Tower

7 Hill Street

Birmingham B5 4UA