

Freedom of Information/EIR Information Not Held

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

By email

27 April 2016

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

Reference: FOI 41042016

Dear [REDACTED]

Thank you for your request for information. I write to confirm that the information you have requested is not held by Ofwat.

For your information Ofwat are a Public Services Network (PSN) organisation and hence we are protected from the external world by the PSN security measures.

As a result we do not see any DDos or other direct attacks as these are all blocked by the PSN infrastructure and security measures.

We do, however, receive some monthly stats from the PSN but they are not broken down into the individual types of attack listed.

The only Anti-Virus (AV) stats we keep are logs sent to us from Message Labs (Message Labs provide an AV check on all our incoming and outgoing email via the PSN).

Unfortunately we do not hold logs for every month and so to calculate a yearly total we have added in the average monthly total for any missing months. Although the logs include reference to the malware it does not provide a breakdown by type of attack as requested in your request.

FOI 2 Information Not Held

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The estimated totals are as follows:-

2013 14053

2014 35086

2015 81910

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

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Yours sincerely,

Christine Manise
Senior Associate, Freedom of Information
Operations
Ofwat
Centre City Tower
7 Hill Street
Birmingham B5 4UA