

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

By email

26 May 2016

Freedom of Information - Request For Information

Reference: FOI 78052016

Dear [REDACTED]

Thank you for your email to [REDACTED] in which you request information for criteria concerning water companies performance. [REDACTED] is no longer with Ofwat and your enquiry was passed to me.

The information you have requested can be found in the relevant water company's document [Setting Price Controls 2015-2020](#). I draw your attention to Annex 4 of the document published following the 2014 price review.

For your information it is for the company to explain to its customers how it has got to that number, which will be contained in their annual performance report which they are expected to publish by 15 July.

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 and Project Management Office  
Ofwat  
Centre City Tower  
7 Hill Street

Freedom of Information/EIR Provide the Information

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21 Bloomsbury Street, London WC1B 3HF  
Birmingham B5 4UA  
[mailbox@ofwat.gsi.gov.uk](mailto: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,

Christine Manise  
Senior Associate, Freedom of Information  
Programme and Project Management  
Ofwat  
Centre City Tower  
7 Hill Street  
Birmingham B5 4UA