

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

By email

16 September 2016

Freedom of Information Act (FOIA)- Request For Information

Reference: FOI 111092016

Dear 

Thank you for your email in which you request

“can you advise when United Utilities were required to show separate charge details for both Water Supply and Wastewater management?”

Ofwat confirms it does not hold the information in as much as water companies have charged for water supply and for wastewater services separately since before privatisation in 1989 when Ofwat was formed.

Separate charges for water and wastewater are necessary to ensure that customers pay for the services they use. Some customers receive both a water supply and wastewater service from one company whereas others may receive both services but from different companies.

For example, a customer living in Bristol will have their water supplied by Bristol Water and their wastewater taken by Wessex Water. Another customer living outside of Bristol Water’s supply area will have both the water and wastewater services supplied by Wessex Water. It is important that Wessex Water recovers the costs of providing wastewater services from all the customers who use its wastewater services at the same time as recovering the costs of providing water supply to those

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it supplies water to. Therefore the company needs to have separate charges for the different services.

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
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

Programme and Project Management

Ofwat

Centre City Tower

7 Hill Street

Birmingham B5 4UA