

Freedom of Information/EIR Information Not Held

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

By email

06 October 2016

Freedom of Information request–Request For Information

Reference: FOI 116092016

Dear 

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

Ofwat is the economic regulator for the water industry and as such we only collect specific data that allows us to monitor and regulate the water companies, for example pricing data.

We do not collect or hold information specific to the day to day business functions of the individual water companies. To obtain this information you would need to approach them individually unless the information is accessible via their websites.

The contact details for the water companies in England and Wales can be found on our website here <http://www.ofwat.gov.uk/households/your-water-company/map/>
We do not regulate water companies in Northern Ireland and Scotland.

Water companies are not subject to the Freedom of Information Act and are not under any obligation to provide the information, however they do publish a wide range of information on their web sites.

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:

FOI 2 Information Not Held

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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,

Christine Manise

Senior Associate, Freedom of Information

Programme and Project Management

Ofwat

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