

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

By email

11 July 2016

Environmental Information Regulations (EIR) 2004- Request For  
Information

Reference: EIR 89072016

Dear 

Thank you for your email in which you request information concerning:

- Physical/chemical characteristics of the water before disposal;
- Price for disposal and other added costs to be considered.

Ofwat confirms it does hold the information requested in as much as that we can advise you on the process that needs to be followed in this instance.

Section 118 of the Water Industry Act 1991 requires any business customer planning to discharge waste streams of trade effluent into a public sewer, to obtain the requisite consent from their sewerage company beforehand.

In the Oxford area, this would be Thames Water. The relevant process necessary can be found on Thames Water's website [here](#).

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

Freedom of Information/EIR Provide the Information

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Ofwat

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[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

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