

Freedom of Information/EIR Information Request

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

By email

22 July 2016

Environmental Information Regulations –Request For Information

Reference: EIR 93072016

Dear 

Thank you for your request for information. Firstly I would like to offer my apologies to you regarding the fact that you have had to submit your request to Ofwat for a second time. Unfortunately I have not been able to locate your original request for information to Ofwat.

I write to confirm that some of the information you have requested is held by Ofwat.

Please find attached charging schemes for 2010-2011 in relation to :

Bournemouth & West Hampshire

Dee Water

Norfolk Water Southern Water.

Unfortunately we do not hold schemes for :

Dwyr Cymru

It may help for you to know that some of the water companies no longer exist and have merged with other companies.

North East Water is now part of Northumbrian Water

Folkestone and Dover Water}

Tendring Hundred }

Three Valleys }

These companies are now part of Affinity.

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We do not hold any copies of charging schemes for 2013-2014 as since 2012 a price review now involves Ofwat assessing and challenging each company's business plan to determine how much revenue will be required to allow the company to meet its obligations and earn a reasonable return on its capital. When we work with water companies regarding their charges schemes we are not required to collect their schemes as they are made publicly available on the individual company websites.

Water companies in England and Wales are all subject to the terms and conditions of the Environmental Information Regulations 2004 and it may be helpful for you to address your request for those schemes missing directly to the companies and I have included their contact details for you below.

Affinity Water - environmental.central@affinitywater.co.uk

Bournemouth Water - customerservice@bournemouthwater.co.uk

Dee Vally - Customer.support@DeeValleyGroup.com

Dwr Cymru- web form [here](#)

Northumbrian - eir@nwl.co.uk

Southern - dataprotection@southernwater.co.uk

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/>

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or

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow

Yours sincerely,

Christine Manise
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