

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

By email

25 October 2016

Freedom of Information request-Request For Information

Reference: FOI 126102016

Your reference: [REDACTED]

Dear [REDACTED]

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

Whilst Ofwat is the regulator for the water industry, we are the economic regulator and our statutory functions relate to the finance and governance of the water and sewerage companies. We do not monitor or regulate the water companies in relation to their general business and operational functions.

We do, in some circumstances, investigate complaints at a high level when they have exhausted both the water company and the Consumer Council for Water's (CCW) complaints policy but this would be in respect to a complainant and not just an address. If you are representing a client and wish us to check if we hold information in relation to any complaint we may hold by client name then please let me know.

As some of the information you have requested would appear to be environmental information you may wish to submit an Environmental Information Regulations request to Thames Water. Water companies are not subject to the conditions of the FOIA, but are obliged to respond if information requested is deemed as environmental information. The definition of environmental information can be found at the following link <http://www.legislation.gov.uk/ukxi/2004/3391/contents/made>

Freedom of Information/EIR Information Not Held

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If you do have further information that will enable me to assist you further please contact me and I will be happy to discuss this issue with you.

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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