

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

By email

22 November 2016

Environmental Information Regulations (EIR) 2004- Request For
Information

Reference: EIR 138112016

Dear [REDACTED]

Thank you for your email in which you request:

1 For each of the 32 water providers in England and Wales could you please provide figures as to the annual percentage of water lost due to pipe leakages? Could you please provide this data for the years 2010 to 2015?

2 For the period 2010 to 2015 could you please provide the average annual percentage of water lost to the system in England and Wales due to pipe leakages?

Ofwat confirms it does hold some of the information requested.

During the period 2010-2015 Ofwat only collected certain information. The link to our [Performance page](#) gives an explanation of what we collected and reported on during the period – noting that our performance reporting in 2010-11 was different to what had gone before and to the reporting for the later four years of the 2010-15 period (2011-12 to 2014-15).

We do not hold information in relation to percentage figures but we do hold details of volumes.

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Leakage expressed in mega litres per day (Ml/d) was one of the limited number of performance indicators we stipulated the companies had to report in the four years 2011-12 to 2014-15.

The annual collation of the Ml/d leakage figures that companies published in the four years 2011-12 to 2014-15 are on our website via links from the [Performance page](#).

The data is available in two formats:

1. On the face of the [Reliability and availability page](#) (this is the link for Companies' performance 2014-15); or
2. As a downloadable spreadsheet at the bottom of the [Companies' performance 2014-15](#) (using 2014-15 as the example)

As explained on the [Performance page](#), the information for 2010-11 is on the companies' websites and we have provided links so that enquirers can find what they are looking for.

For your information water companies now also supply data in various areas including leakage to the Discover Water website. There is a useful section on leakage which can be found at the following link <http://www.discoverwater.co.uk/>

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

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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
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