

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

By email

14 December 2016

Freedom of Information Act (FOIA) /Environmental Information  
Regulations (EIR) 2004- Request For Information

Reference: FOI/EIR 143122016

Dear 

Further to your email dated 12.2016, Ofwat confirms it does hold some of the information requested and I have responded to each point in turn.

- With reference to the below comparison report, I'd like to clarify that Ofwat has scored the **quality of the companies' assurance processes** used to ensure that their information is accurately reported. This is not the same as scoring the information itself.

<http://www.ofwat.gov.uk/regulated-companies/comparing-companies/information-quality/?platform=hootsuite>

- **Can you provide me with easy short cuts to each water company performance of their Real Economic Level of Leakage, the number of Lead supply pipes that have been sampled and subsequently replaced in the least year, the dividend paid to senior directors, the number of employees and their average salary and their payments to defined benefit pensions per employee?**

We do not hold short cuts to each water company's publications on specific activities undertaken or performance. This is something the water sector is

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now undertaking via the industry website [Discover Water](#). The website provides a wealth of information and data including:

- Links to 2015-16 performance information published by each company is provided on <http://www.discoverwater.co.uk/water-sector#water-companies>.
- The <http://www.discoverwater.co.uk/leaking-pipes> page has a “Click for company comparison” button which displays graphic comparison of three metrics about leakage, whereas, <http://www.discoverwater.co.uk/lead> page directs users to contact the companies
- Details on financial performance are published by the companies in their Annual Report and Financial Statements (statutory accounts) and in the Annual Performance Report (giving regulatory financial and non-financial performance information). Some companies bind the Annual Performance Report in their Annual Report and Financial Statements, others publish them separately. If you follow the links from <http://www.discoverwater.co.uk/water-sector#water-companies> to access the published annual reports you may be able to obtain any required information, although you may have to ask the company for the metrics you are looking for on dividends to directors, number of employees, employee salaries and defined benefit pension payments if the information is not presented in the format you require. Water companies are not subject to the Freedom of Information Act (FOIA) therefore you may find there is not enough level of information published directly and Ofwat does not hold this information.
- **A copy of a table that compares ODI targets and performance for each WASC.**

Under Section 22 of the FOIA information is exempt from disclosure, if information is held with a view to its future publication.

Ofwat will be publishing information on ODI performance in our Service delivery report which will be accompanied with the PC/ODI spreadsheet containing 2015-16 actual performance. We hope to publish this information on our after 15 December 2016.

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If you have any queries or concerns with regard to the content of this email please do contact me, quoting the reference number.

Once an FOI request is answered, it is considered to be in the public domain. To promote transparency, Ofwat may publish the response and any material released on our website in the [FOI disclosure section](#). Any personal information in the letter will be removed before publishing.

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](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,

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