

Freedom of Information/EIR Information Not Held

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

By email

28 November 2016

Freedom of Information request –Request For Information

Reference: FOI 136112016

Dear 

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

As the economic regulator for the water services industry we have a statutory function to collect data specific to the undertaking and overseeing those functions.

Ofwat would not need to capture data specific on soakaway rebates as this would not form part of our determinations in assessing Water Company charging schemes.

The water company covering the area would either be Anglian or Thames Water. Anglian have advised they do not publish this information as a matter of course but if you contact them at CustomerServices@anglianwater.co.uk they may be able to help you. Unfortunately I have not been able to ascertain from Thames Water re their publishing schedule, however they can be contacted at customer.feedback@thameswater.co.uk.

For your information water companies are not subject to the terms and conditions of the freedom of Information Act (FOIA), but are subject to the Environmental Information Regulations (EIR) 2004. You may wish to quote this in relation to your request and they may consider your request under these regulations.

FOI 2 Information Not Held

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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

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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