

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

By email

12 January 2017

Freedom of Information Act (FOIA)- Request for Information

Reference: FOI 02012017

Dear [REDACTED]

Thank you for your email in which you request:

- 1. a copy of the guidance that Thames Water refers to in relation to Ofwat guidance for water companies on the criteria for them to assess whether premises are business or residential in preparation for market opening.**
- 2. Any privacy impact assessment or advice that was used to create this guidance - particularly in relation to the 3rd data protection principle as this appears to be excessive data collection for those properties that have always been residential.**

Ofwat confirms it does hold some of the information requested.

1. The eligibility guidance consultation is available on Ofwat's website [here](#) and the final document version can be found at the link [here](#). These guidance documents were designed to help companies determine eligibility for the new non-household residential market. The documents do not direct companies to ask for personal information, but to work with customers to ascertain eligibility and the payment of council tax or business rates would help in this regard. It is a requirement on companies to work out eligibility and to work with customers to this end. I refer you to Section 4, page 26 of the final document which is the most relevant to your request concerning the guidance.

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2. Ofwat did not undertake a privacy impact assessment as we did not direct companies to seek personal data and our guidance is just guidance on the evidence that may be useful to make any assessment on eligibility.

If you wish to discuss the matter further and are happy to forward the letter from Thames Water my colleagues within the Retail Marketing Opening team will be happy to respond to any further queries you may have on this matter.

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

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

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Water Lane

Wilmslow

Yours sincerely,

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