

Freedom of Information/EIR Information Not Held

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

By email

06 February 2017

Freedom of Information request –Request For Information

Reference: FOI 04022017

Dear 

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

Cambridge Water does not hold a licence in relation to the provision of water. They were taken over by South Staffordshire Water in October 2011. Information relating to the sale can be found on their website [here](#).

The information you have requested will be publicly available on various public websites including [South Staffordshire Water](#), the Consumer Council for Water's (CCW) report "[Delve into water](#)" and/or on the [Discover Water](#) website which holds a wealth of public data in relation to facts and figures concerning water including leakage. Ofwats annual customer service satisfaction survey (SIM) has not yet been completed but the 2016 report can be located [here](#). The 2017 survey result will be published on our website also.

It is usual for the water company to decide if it distinguishes between its two operating areas when it publishes its information on their website, but it is reasonable to expect that where there are different performance figures and charges in its two operating areas the company would have information for each of its operating areas.

Water companies are not subject to the terms and provisions of Freedom of Information but they are subject to the Environmental Information Regulations (EIR) 2004. Some of the information you have requested may fall under the provisions of

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the EIRs and you may wish to submit your request directly to them via their [on-line form](#) on their website.

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 with you.

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 Ofwats 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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Christine Manise  
Senior Associate, Freedom of Information  
Programme and Project Management  
Ofwat  
Centre City Tower  
7 Hill Street  
Birmingham B5 4UA