

Freedom of Information/EIR Information Not Held

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

By email

14 February 2017

Freedom of Information request –Request For Information

Reference: FOI 07022017

Dear 

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

Ofwat confirms it does use Twitter in as much as we Tweet Ofwat updates and on occasion we respond to individual direct messages. We do not use it for group messaging. As such we are bound by the terms and conditions Twitter impose via their privacy policy [here](#).

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 issue 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

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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 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,

Christine Manise
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Programme and Project Management
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7 Hill Street
Birmingham B5 4UA