

From: FOI
To: [REDACTED]
Subject: RE: information request
Date: 13 February 2017 08:17:27

Good morning

As the economic regulator Ofwat does not hold statistics on fines regarding discoloured water or odour issues. The Drinking Water Inspectorate are responsible for this in England and Wales and can be contacted at the following link

<http://www.dwi.gov.uk/contact-us.htm>

Alternatively there is a wealth of information on the industry web site Discover Water which publishes information on quality here

<http://www.discoverwater.co.uk/quality>

Yours sincerely

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The water market for businesses is opening. Find out more at open-water.org.uk

From: [REDACTED]
Sent: 11 February 2017 16:03
To: FOI
Subject: information request

Hello,

I am interested in learning how much specific UK drinking-water utilities are fined each year due to customer complaints on discoloured water and/or taste and odor issues. I am having trouble finding this information on your website. Can you please direct me to the proper documents or provide any other information that would be helpful regarding this query?

I found some information on several price control determination notices, but cannot find these for all of the utilities I am interested in and also unsure if these are the best source for the above information.

thank you,

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