

Freedom of Information/EIR S21

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

By email

10 March 2017

Freedom of Information Act/- Request For Information

Reference: FOI 17032017

Dear [REDACTED]

Thank you for your request for information concerning average water bills.

Your request has now been considered under the terms of the Freedom of Information Act (FOIA).

Under Section 21 of the Freedom of Information Act we are not required to provide information in response to a request if it is already reasonably accessible to you.

Ofwat no longer publishes this information in the format you have requested. Instead Water UK now publish this information and some of the information you have requested can be found on their website [here](#)

If for some reason this link does not work for you, you can search for the results using the latest news section and searching under customer water charges.

Water UK currently publish information relating to 2014 onwards. Information relating to data from 2008-2014 is available on Ofwat's old website which is now archived on The National Archives (TNA) website and can be found [here](#). Once you have selected the relevant year simply select the Average household bills fact sheet.

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

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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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