

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

By email

24 April 2017

Freedom of Information Act - Request For Information

Reference: FOI 22042017

Dear 

Thank you for your email in which you request information concerning leakage and repair information.

Ofwat confirms it does hold some of the information requested and I have responded to your questions individually.

1. How many litres of water have been lost in 2016 - 2017 or the last twelve months in the North West alone and the UK as a whole?

Ofwat does collect or hold information concerning leakage data. Individual Water Companies are expected to publish their own performance data and Ofwat's [performance](#) page advises what companies must publish.

For your information water companies now also supply data in various areas including leakage to the Discover Water website. There is a useful section on leakage which can be found at the following link <http://www.discoverwater.co.uk/>. The site also gives a comparison table between each water company.

2. What is the cost of the lost water due to these leakages over the above period in the North West alone and the UK as a whole?

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Ofwat does not collect or hold this information. You would need to request this information from each water company. Water Companies are not subject to Freedom of Information, but they are subject to the terms and provisions of the Environmental Information Regulations (EIR) 2004. You may wish to contact Water Companies and request this information quoting these regulations and they will have a duty to respond to you within 20 working days.

3. How much has been spent on repairs for the leakages in the North West alone and the UK as a whole?

Ofwat does not hold or collect this information. As per question 2 you may wish to request this information from the relevant Water Companies.

4. How much has been invested into preventing leakages?

Ofwat does not hold or collect this information. As per question 2 you may wish to request this information from the relevant Water Companies.

5. Which water companies cover the North West?

For residential customers the North West of England is covered by more than one company. The following link shows the map of water companies in England and Wales and their relevant areas. <http://www.ofwat.gov.uk/households/your-water-company/map>. We do not regulate Northern Ireland or Scotland. In April 2017 the retail market for business customers was opened and businesses can now choose their water supplier.

6. Who would ordinarily oversee water leakages for an individual company? Is it a particular manager etc.?

Ofwat does not hold or collect this information. As per question 2 you may wish to request this information from the relevant Water Companies.

If you have any queries or concerns with regard to the content of this email please contact me at Foi@ofwat.gsi.gov.uk

Freedom of Information/EIR Provide the Information

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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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