

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

By email

04 May 2017

Freedom of Information Act - Request For Information

Reference: EIR 27052017

Dear 

Thank you for your email in which you request information concerning

**Water Leakage in respect to Affinity Water**

Ofwat confirms it does not hold the information requested. Ofwat is the economic regulator for the Water Industry and we do not collect this information. This is something the water sector is now undertaking via the industry website [Discover Water](#). The website provides a wealth of information and data including:

- Links to 2015-16 performance information published by each company is provided on <http://www.discoverwater.co.uk/water-sector#water-companies>.
- The <http://www.discoverwater.co.uk/leaking-pipes> page has a “Click for company comparison” button which displays graphic comparison of three metrics about leakage, whereas, <http://www.discoverwater.co.uk/lead> page directs users to contact the 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](mailto:Foi@ofwat.gsi.gov.uk)

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. We will hold the information in accordance with

Freedom of Information/EIR Provide the Information

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Ofwat's [retention and disposal schedule](#) which can be found in our Publication Scheme on our website.

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 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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**Christine Manise**

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Programme and Project Management

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