

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

By email

09 May 2017

Freedom of Information Act - Request For Information

Reference: FOI 28052017

Dear [REDACTED]

Thank you for your email in which you request information concerning:

The methodology of behavior index of water companies (if that methodology exists) and the indicators that your organisation request from regulated companies taking into consideration an applied example (of both) that considers the definition, calculation, sources of data, issues and target values related to it.

Ofwat confirms it does hold some of the information requested

As part of our Strategy and Policy programme Ofwat undertook a piece of work on a strategic dashboard for the water sector which resulted in the publication of the Discover Water web site. This reflects the operational/technical, engagement, administrative and financial performance of a company and also of Ofwat.

Ofwat require companies to report about their performance and I have included various links to information that supports this information:

- The link that explains the arrangements for the current 2015-20 period is here <http://www.ofwat.gov.uk/regulated-companies/company-obligations/annual-performance-report/> and <http://www.ofwat.gov.uk/regulated-companies/comparing-companies/performance/> explains the historical arrangements for performance information in the years from 2003 to 2015.

Freedom of Information/EIR Provide the Information

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

- The following link explains at a high level summary details of 2015-16 performance are accessed from here <http://www.ofwat.gov.uk/regulated-companies/comparing-companies/>. Note at the present time it covers 2015-16 only as companies have until 15 July to publish their 2016-17 annual performance report. The timetable and template for the minimum information we expect companies to publish is set out in [IN 17/03 Expectations for monopoly company annual performance reporting 2016-17](#). We do not publish the companies' data, they are responsible for publishing their own data.
- This page on our archive website <http://webarchive.nationalarchives.gov.uk/20101214234253/http://ofwat.gov.uk/regulating/> is a useful entry page to the comparative information we used to publish. Following 'Comparative reporting' brings up three reports and a link to [Earlier reports on water companies](#).
- There is a wealth of data held within the Discover Water web site, referred to earlier which can be found at the following link <http://www.discoverwater.co.uk/>. This provides a range of information including links on this page <http://www.discoverwater.co.uk/water-sector#water-companies> to 2015-16 performance information published by each company.
- Alternatively each water company regularly publish information on their own website as well as the Water UK site which may prove helpful to you. The water UK site can be found here <http://www.water.org.uk/publications/>
- And a full list of water companies can be found on the Ofwat website here <http://www.ofwat.gov.uk/households/your-water-company/map/>

I hope this information is useful to your research. If you have any queries or concerns with regard to the content of this email please contact me at 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 Ofwat's [retention and disposal schedule](#) which can be found in our Publication Scheme on our website.

Freedom of Information/EIR Provide the Information

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

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,

Freedom of Information/EIR Provide the Information

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

Christine Manise

Senior Associate, Freedom of Information

Programme and Project Management

Ofwat

Centre City Tower

7 Hill Street

Birmingham B5 4UA