

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

By email

24 May 2017

Freedom of Information–Request For Information-

Reference: FOI 36052017

Dear 

Thank you for your email in which you request names and emails in relation to:

**Head of Research**  
**Head of Analysis**  
**Head of Intelligence**  
**Head of Performance**

I wrote to you in February following a similar request and did not receive a response from you. I stated that Ofwat does not have a research department however, as the economic regulator for the water industry we do employ several analysts within our Analytics pool. Ofwat operates a matrix system and we have programmes and pools within those programmes. We therefore may have several analysts, but they may be of different professions e.g. finance and may be utilised on our Retail Market opening programme. Each programme has a senior responsible owner and the link below shows our senior structure;

<https://data.gov.uk/organogram/water-services-regulation-authority/2016-09-30>

You will see that our structure is not made up as you have requested. I am sorry if you did not receive that email however, if you would like to contact me to discuss your request or provide me with further information, in order for us to meet your request that would be most helpful.

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.

Freedom of Information/EIR Further 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](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 Ofwats 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,

Christine Manise  
Senior Associate, Freedom of Information  
Programme and Project Management  
Ofwat  
Centre City Tower  
7 Hill Street  
Birmingham B5 4UA