

Freedom of Information/EIR Provide the Information

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

By email

27 June 2017

Freedom of Information Act - Request For Information

Reference: FOI 38052017

Dear 

Thank you for your email in which you request information concerning historical water data.

Ofwat confirms it does hold some of the information requested and some of the information is publicly available.

With regards to average bills please see the information in the datasets attached.

Industry facts and figures 2015 is now published through Water UK at the following link <http://www.water.org.uk/publications/reports/industry-facts-and-figures-2015> and there is useful data on the Discover Water site at this link <http://www.water.org.uk/about-water-uk/discover-water>

June Return data that we have previously published can be found at the following links held on our archive site:

<http://webarchive.nationalarchives.gov.uk/20081222195848/http://ofwat.gov.uk/legacy/aptrix/ofwat/publish.nsf/Content/assessmentofcompanyperformance.html> (2001-2005)

<http://webarchive.nationalarchives.gov.uk/20111129153934/http://www.ofwat.gov.uk/regulating/junereturn/> (historic information from 2003 to 2010).

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From 2010 to 2015, when we didn't receive June Returns, performance information can be found here - <http://www.ofwat.gov.uk/regulated-companies/company-obligations/performance/> and from 2015-16, can be found here - <http://www.ofwat.gov.uk/regulated-companies/company-obligations/outcomes/>

This also includes 'return on RCV' within the KPI data from 2010 to 2015, so covers off tabs 5 & 6 (with the rest being in June return data). From 2015-16, this report includes much more comparative information - <http://www.ofwat.gov.uk/regulated-companies/company-obligations/monitoring-financial-resilience/>

Most of the important indicators are still available through [The National Archives](#) – and some of the data contained dates back to 1996. We do not hold data prior to these dates.

Ofwat does not hold information on the number of employees per company. This may be found on their individual web sites in company information.

Further information regarding the Ofwat report '**Service and Delivery, performance of the water companies in England and Wales 2007 - 08 report, supporting information**' can be located at the following link

http://webarchive.nationalarchives.gov.uk/20090104005742/http://www.ofwat.gov.uk/regulating/reporting/rpt_los_2007-08.pdf.

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.

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

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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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