

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

By email

25 July 2017

Freedom of Information Act- Request For Information

Reference: FOI 53062017

Dear 

**Thank you for your email in which you request information concerning Cyber attacks:**

Ofwat confirms it does hold some of the information requested and the answers can be found below the respective questions asked.

**1. For 2012, 2013, 2014, 2015, 2016 and 2017 (to date):**

**a) The number of cyber-attacks that you have been a target of, with the date of each attack,**

Due to the volume of attacks, and the way Ofwat's firewall report system, we do not hold detailed records going back more than 6 months. Ofwat receives on average between 1000 - 10,000 of potential and actual attacks on a monthly basis. Most attacks are targeted from China, Russia and the Far East. The way the data is recorded and stored is mixed in with valid connections and has restricted information such as government server IP addresses. Even if Ofwat had the resources to extract to extract any disclosable information the time required to undertake this would exceed three and half days or the appropriate limit. For further information on fees please see our FOI page at the following link <http://www.ofwat.gov.uk/foi/>

**b) For each attack, please state whether data was compromised and if so what was compromised**

None- Due to the detection and reporting tools Ofwat has installed.

**a. For each attack, please state how many devices were affected**

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None

- b. For each attack, if known, the technique used i.e. DDoS (Direct Denial of Service), Adware, Phishing, Tampering, Spoofing, Bluejacking, Password attacks.**

As at question 1 even if Ofwat had the resources to extract to extract any disclosable information the time required to undertake this would exceed three and half days or the appropriate limit. For further information on fees please see our FOI page at the following link <http://www.ofwat.gov.uk/foi/>

- c. For each attack, whether it was reported to the police.**

NO, if a successful attack was detected this would be investigated further and appropriate action undertaken dependent on the severity of the attack.

- d. For each attack, whether it was reported to the Information Commissioner's Office.**

NO, if a successful attack was detected this would be investigated further and appropriate action undertaken dependent on the severity of the attack.

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 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  
[FOI@ofwat.gsi.gov.uk](mailto:Foi@ofwat.gsi.gov.uk)

Freedom of Information/EIR Provide the Information

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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,

Christine Manise  
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