

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

By email

19 July 2017

Environmental Information Regulations - Request For Information

Reference: EIR 20170765

Dear 

**Thank you for your email in which you request a copy of the amended water supply licence and appointment for Affinity Water**

Ofwat confirms it does hold the information requested as Ofwat is required to keep hard copies of the original appointments / licences and the amendments to them as part of the statutory register. It is not clear which company you are referring to or what information you are requesting, but it may already be available on our website.

If your enquiry relates to Affinity for Business (Retail) Limited then its water supply licence (and its sewerage licence) is published on our website in the table at <http://www.ofwat.gov.uk/regulated-companies/ofwat-industry-overview/licences/#wssl>

If your enquiry relates to Affinity Water Limited then a consolidated working version of its appointment as a water undertaker is published on our website at <http://www.ofwat.gov.uk/regulated-companies/ofwat-industry-overview/licences/> - please note that the consolidated working version is only up to date to August 2014. The text of subsequent amendments of appointment conditions is available on our website at <http://www.ofwat.gov.uk/regulated-companies/ofwat-industry-overview/licences/licence-amendments/> apart from some amendments related to the opening of the business retail market that came into effect on 1 April 2017 and are on our website at <http://www.ofwat.gov.uk/consultation/proposals-modify-instruments-appointment-section-55-consultation/#Outcome>

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If you require certified copies of any of the information held on our statutory register then we would only be able to calculate the exact charge when we know exactly what you would like copies of, but the fees payable are set out on our website at <http://www.ofwat.gov.uk/foi/lists-and-registers/>

If you require further information please contact me  
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)

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

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Centre City Tower, 7 Hill Street, Birmingham B5 4UA  
21 Bloomsbury Street, London WC1B 3HF  
The Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow

Yours sincerely,

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