

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

By email

15 August 2017

Environmental Information Regulations (EIR) 2004 - Request For
Information

Reference: EIR 20170876

Dear [REDACTED]

Thank you for your email in which you request information concerning Providing Best Practice Guidance on the Inclusion of Externalities in the ELL Calculation” (2007)

Ofwat confirms it does hold the information requested on Ofwat’s archive website held at The National Archives and can be found at the following link:

http://webarchive.nationalarchives.gov.uk/20111108224614/http://www.ofwat.gov.uk/regulating/reporting/rpt_com_leakmethrev_bestpractice.pdf

You may be interested to know that a more recent document jointly published by The Environment Agency, Ofwat, and Defra entitled “Review of the calculation of sustainable economic level of leakage and its integration with water resource management planning” from October 2012 is available at the following link:

http://webarchive.nationalarchives.gov.uk/20150604024325/http://www.ofwat.gov.uk/sustainability/waterresources/leakage/rpt_com121012smcsell.pdf

This includes some more up-to-date information on the inclusion of externalities in the calculation of the Service Incentive Mechanism (SIM).

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

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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

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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