

Freedom of Information/EIR Information Not Held

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

By email

July 26th 2017

Environmental Information Regulations –Request For Information

Reference: EIR 20170768

Dear [REDACTED]

Thank you for your request for information. I write to confirm that the information you have requested is not held by Ofwat.

As the economic regulator Ofwat collects a wide range of information from water companies we regulate, but in this instance we are not required to collect data in relation to households who have a water meter. This information can be found on the water company's website. For example of Thames Water is the company concerned you can find the information at the following link <https://www.thameswater.co.uk/My-Account/Billing-and-payment/Our-charges/Assessed-Household-Charge>

You may also be able to find further information on the Discover Water site here www.discoverwater.co.uk

I hope this helps with your enquiry.

Once an EIR 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:

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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,

Christine Manise

Senior Associate, Freedom of Information

Programme and Project Management

Ofwat

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