

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

By email

30 August 2017

Freedom of Information Act - Request For Information

Reference: FOI20170880

Dear [REDACTED]

**Thank you for your email in which you request information concerning data held on Ofwat's website.**

Ofwat can confirm that the data held on our website is information calculated by the water companies and not by Ofwat itself.

The water usage figure on our website is now out of date and the figure stated should read 141 litres now as per the information now published on the Discover Water website at the following link <http://discoverwater.co.uk/amount-we-use>).

The data is provided within a water company's annual performance reports, which are calculated by the companies and submitted to Ofwat and is now collated by Water UK and shared on the Discover Water site.

Key definitions are explained on page 26 and 27 of this publication RAG 4.06 which can be found on our website at this link <https://www.ofwat.gov.uk/wp-content/uploads/2017/01/RAG-4.06-Guideline-for-the-table-definitions-in-the-annual-performance-report.pdf>

The Discover Water website is a useful source of information on water companies' performance throughout England and Wales.

Freedom of Information/EIR Provide the Information

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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 a 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

The Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow

Yours sincerely,

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