

Freedom of Information/EIR Information Not Held

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

By email

30 August 2017

Freedom of Information request-Request For Information

Reference: FOI20170881

Dear 

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

Ofwat confirms that we do not hold a copy of the agreement, and do not have further information including the charging mechanism it employs.

Ofwat has not considered specifically whether or not Lambeth Council is considered a water reseller, and it would be for the civil courts to interpret the legislation as opposed to the economic regulator.

Further information can be found in this leaflet published at the following link-
https://www.ofwat.gov.uk/wp-content/uploads/2015/10/prs_lft_guidetowresale.pdf.

This sets out the Water Resale Order 2006, and explains the information that a reseller must provide to customers (of a reseller), and what those customers can do if this information is not provided.

This also defines a reseller and customer in this context and the leaflet says that this would be enforced in the civil courts if the reseller is overcharging.

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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

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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