

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

By email

13 September 2017

Freedom of Information Act - Request For Information

Reference: FOI 20170983

Dear 

**Thank you for your email in which you request information concerning water bill data.**

Ofwat confirms it does hold some of the information requested.

As the economic regulator we do not hold customer usage data as this information is assessed/collected by each water company and there is not an Industry standard in relation to this. Ofwat has previously received a request under Freedom of Information (FOI) regarding the cost of consumption to the householder. This request and response is available on Ofwat's website at this link

<https://0980a19b0bb02fe4a86d-0df48efcb31bcf2ed0366d316cab9ab8.ssl.cf3.rackcdn.com/wp-content/uploads/2016/08/FOI-08012016.pdf> (our reference FOI 08012016 refers)

Ofwat holds general information concerning water bills on our website at this link <http://www.ofwat.gov.uk/households/your-water-bill/>. It directs you to your own water company as their charges are set out in their charges scheme, which can be found on their website. Unfortunately as I do not know which area you live in I cannot direct you to the relevant site. However, there is other useful information concerning bill breakdown on the Discover Water website which can be found here <http://discoverwater.co.uk/bill-breakdown>

The information provided on your water bill is actually showing what the bill would be based on prevailing prices for each m3 and the annual standing charge and a

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consumption of 28m<sup>3</sup> per six months, as opposed to your description of "estimated usage".

The information you have provided shows your actual consumption is less than 28m<sup>3</sup> so a direct debit based on an estimated consumption of 28m<sup>3</sup> per six months will mean that your account will be in credit. I would recommend contacting your water company to have the amount in credit refunded or reduced. If you are having difficulty with your water company over payments you can make a formal complaint with them in the first instance. If you remain unsatisfied you have the right of recourse with the Consumer Council for Water (CCW) who will then address your complaint with your water company.

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/>

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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  
Centre City Tower  
7 Hill Street  
Birmingham B5 4UA