

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

By email

02 October 2017

Freedom of Information Act & Subject Access Request -Request For  
Information



Reference: FOI 20170986 & SAR 20170903

Dear 



Ofwat confirms it does hold the information.

Ofwat confirms it holds emails from yourself addressed to Ofwat, Thames Water and The Consumer Council for Water (CCW) and responses from both Ofwat and the CCW.

As this information request falls under both Data Protection and Freedom of Information I enclose a copy of all the information we hold. We do not hold any information in relation to  and  other than a reference on your correspondence. If we were to hold information on other parties they would need to make a Subject Access Request themselves or if you or any other person were to act on their behalf Ofwat would need evidence of an authority to act.

Please find attached all the correspondence requested.

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)

Freedom of Information/EIR Provide the Information

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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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Christine Manise  
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Programme and Project Management  
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