

Freedom of Information/EIR Information Not Held

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

By email

15 September 2017

Freedom of Information request–Request For Information

Reference: FOI 20170987

Dear 

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

The 2015 published report in your enquiry was published by Water UK for the water industry using data collected from all water companies. They have confirmed they do not hold a later version in this format. There is additional water industry data also on their site for 2016 published at this link

<http://www.water.org.uk/publications/reports/industry-facts-and-figures-2016>

Other useful information concerning the industry can be found on the Discover Water site at this link here <http://discoverwater.co.uk/>

General water companies publish a wealth of data through their own web sites. Water companies are not subject to Freedom of Information, but are subject to the Environmental Information Regulations 2004, a similar piece of legislation relating to environmental information. It may be useful to request information through this access route.

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

FOI 2 Information Not Held

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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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