

Freedom of Information/EIR Provide the Information

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

By email

11 July 2017

Freedom of Information Act - Request For Information

Reference: FOI 55072017

Dear 

**Thank you for your email in which you request information concerning Severn Trent Water's charging schemes.**

Ofwat confirms it does not hold the information requested, but it is available via Severn Trent's website at the following link

[https://www.stwater.co.uk/content/dam/stw\\_businesses/retailer-standards-documents/Process\\_U\\_NHH\\_Wholesale\\_Charges\\_Scheme\\_17-18.pdf](https://www.stwater.co.uk/content/dam/stw_businesses/retailer-standards-documents/Process_U_NHH_Wholesale_Charges_Scheme_17-18.pdf)

I am sorry you were unable to locate the information. Unfortunately the link had been changed from it's initial location given to us in January.

If you would like more information on our charging rules, these can also be found on our website. Rules 12-17 are the most closely associated with the obligation on companies (as set out in their licences), that charges must show no undue discrimination or preference and what this means in practice.

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 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

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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  
[mailbox@ofwat.gsi.gov.uk](mailto:mailbox@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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