

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

By email

21 July 2017

Environmental Information Regulations (EIR) 2004 - Request For
Information

Reference: EIR 60072017

Dear 

Thank you for your email in which you request information concerning any agreement between Thames Water and Ofwat in respect of AIM at the New Gauge site Hertford.

Ofwat confirms it does hold the information requested and the information is attached.

For your information this agreement will also be published on both Ofwat's and Thames Water's websites in due course.

If you have any queries or concerns with regard to the content of this email please contact me at 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 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:

Freedom of Information/EIR Provide the Information

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

Christine Manise
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Programme and Project Management
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