

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

By email

21 November 2017

Freedom of Information (FOI) – Request for Information

Reference: FOI 201711100

Dear 

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

As the economic regulator Ofwat does oversee charging schemes, but the industry data is published by the water companies themselves and through the Discover Water website whose data is supplied by the water companies themselves. This site can be found at the following link [www.discoverwater.co.uk](http://www.discoverwater.co.uk). It holds a wealth of information your student can search for.

End-user charges for all businesses can be found in charges schemes which are publicly available on companies (both incumbents and retailers) websites.

Companies do not generally set special prices for agricultural companies, however it is possible that some have separate charges for unmeasured supplies to cattle troughs on farm sites. Again you would need to view the charging schemes on the company websites directly.

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. This document will be held in accordance with Ofwat's

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retention and disposal schedule which can be found in our Publication Scheme at the following link <https://www.ofwat.gov.uk/publication/retention-disposals-policy/>. If you have any concerns how Ofwat processes your personal data please contact the Data Protection Officer at [FOI@ofwat.gsi.gov.uk](mailto:FOI@ofwat.gsi.gov.uk). To view Ofwat's full privacy policy please go to <https://www.ofwat.gov.uk/publication/privacy-policy/>

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

Freedom of Information/EIR Information Not Held

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Yours sincerely,

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