

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

By email

27 November 2017

Environmental Information Regulations 2004 – Request for Information

Reference: EIR 201711103

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 not collect or hold this information. There is some information held on the industry website Discover Water at this link <https://discoverwater.co.uk/leaking-pipes>, but it only refers to high level data stating that 342,877km length of water pipes (mains) are owned by water companies. There is also some information on the Water UK website at this link <https://www.water.org.uk/search/site/main%20pipe>.

The water companies themselves may hold this information and are also subject to the Environmental Information Regulations (EIR) and I would recommend you direct your request to the water companies directly.

Once an EIR 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 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

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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 Ofwats 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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