

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

By email

13 November 2017

Environmental Information Regulations – Request for Information

Reference: EIR 20171195

Dear [REDACTED]

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

The following link gives information on water treatment costs and wastewater treatment costs at company level to form part of the 2014 Price Review, but is not broken down by process or type of pollutant removed.

<https://www.ofwat.gov.uk/publications/companies-updated-cost-and-performance-august-submission-data/>

Ofwat's cost assessment data from the 2016 or 2017 returns have not yet been published, but again this wouldn't give the granularity you are looking for.

A colleague has advised regarding your comments in relation to water treatment. Phosphate removal is a treatment process applied to wastewater before it is returned to the environment. He advises that he is not aware that phosphate removal happens at water treatment works very often (or at all). Ofwat doesn't collect this data and it is doubtful whether the water companies themselves do. Water companies are subject to the Environmental Information Regulations 2004 so you may wish to contact them to see if they collect and publish this information. Contact details for the water companies can be found on our web site here <https://www.ofwat.gov.uk/households/your-water-company/map/>

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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:

Freedom of Information/EIR Information Not Held

Centre City Tower, 7 Hill Street, Birmingham B5 4UA
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<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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