

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

By email

20 November 2017

Environmental Information Regulations – Request for Information

Reference: EIR 20171198

Dear [REDACTED]

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

Ofwat does not collect specific information in relation to pipe leakage and repairs. There is some useful information supplied by the water companies held on the Discover Water website at the following link <https://discoverwater.co.uk/loss-of-supply>. Other areas of this website may also give you some useful information regarding your research.

Some water companies use the Wilco software from SEAMS (Software Assisted Asset Management) for investment planning and this looks at Soil type. I have referred to this as SEAMS was formed as a technical start up at Sheffield University so it is possible that the academics there may be able to help you with a request for information, as they are also subject to the Freedom of Information Act/Environmental Information Regulations. You can submit your request to them via:

Freedom of Information  
Corporate Information and Computing Services,  
The University of Sheffield,  
10-12 Brunswick Street,  
Sheffield,

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

S10 2FN

Email: [foi@sheffield.ac.uk](mailto:foi@sheffield.ac.uk)

The water companies themselves are also subject to the Environmental Information Regulations so you may wish to consider sending your request to them also if you cannot locate the information you require on their websites.

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 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)

Freedom of Information/EIR Information Not Held

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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  
Senior Associate  
Programme and Project Management  
Ofwat  
Centre City Tower  
7 Hill Street  
Birmingham B5 4UA

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