

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

By email

01 June 2018

Freedom of Information Act (FOIA) 2000 - Request For Information

Reference: FOI 20180548

Dear 

Thank you for your request for information concerning vulnerable customers and consumers.

Ofwat confirms it does hold some of the information.

Some information can be found on Ofwat's website and I have set out information below against your questions:

1. Chapter 3 of Ofwat's [PR19 final methodology](#) (Price Review) covers the 'new policy and procedures that have been established' with regards to affordability and vulnerability. The overview page on page 32 states how we will 'assess how companies plan to support customers who are in circumstances that make them vulnerable, based on the challenges set out in our [2016 vulnerability focus report](#).

Section 3.3 then covers Ofwat's policy approach for vulnerability in more detail (pp. 39-41), as well as referencing further material in appendices/other reports.

The UK regulators network have also produced this report which can be found on Ofwat's website at this link <https://www.ofwat.gov.uk/making-better-use-data-identifying-customers-vulnerable-situations/>

2. **How many FOI Requests are you refusing to ANSWER YEARLY as a Public Regulator, since May 2010 to April 2018?**

Ofwat refuses requests in accordance with the guidance provided by the Information Commissioner's Office (ICO). Statistics on requests published since 2010 can be found on the Cabinet Office website at this link

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

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/217826/foi-stats-bulletin-q2-2012.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/217826/foi-stats-bulletin-q2-2012.pdf) . Refusals are not categorised by subject matter, but by whether information is held or is exempt from disclosure and falls under a relevant exemption within the Act, for example, s40 personal data. We do not refuse requests dependent on applicant and treat all requests as “applicant blind”.

3. Information not held- Ofwat does not collect data for complaints on disability issues.
4. Information not held – Ofwat does not collect data in respect of water providers and disability issues. Ofwat is the economic regulator and as such we are not required to collect this data.

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 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 have any queries or concerns with regard to the content of this email please do contact me, quoting the reference number.

Further information concerning your rights is available from the Information Commissioner’s Office at:

<https://ico.org.uk/>

or

The Information Commissioner’s Office  
Wycliffe House

Freedom of Information/EIR Provide the Information

---

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

Water Lane  
Wilmslow

Yours sincerely,

Christine Manise

Senior Associate

Programme and Project Management

Tel: 0121 644 7664

Ofwat, Centre City Tower, 7 Hill Street, Birmingham. B5 4UA

[ofwat.gov.uk](http://ofwat.gov.uk)

Follow us at: [twitter.com/ofwat](https://twitter.com/ofwat)