

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

By email

27th February 2020

Environmental Information Regulations (EIR) 2004 - Request For Information

Reference: EIR 202001012

Dear [REDACTED]

Thank you for your information request:

Would you be able to provide us with information on the **date and location of sewer flooding events** that occurred across England and Wales between January 2016 and November 2019 **and the number of properties internally flooded** as a result of adverse weather impacts

- Date and location of each flooding incident;
- For each incident, the number of properties in which water supply was affected;
- For each incident, the number of consumers experiencing disruption and the duration of this disruption (in hours);
- For each incident, the number/length of assets impacted by flooding and associated damage/repair costs (e.g. damage to sewage/water treatment facilities, pumping stations, pipework, etc.);
- The operational costs of dealing with each incident;
- For each incident, the costs of service disruption (i.e. loss of income, cost of providing compensation, etc.).

I can confirm that Ofwat does not hold the information you have requested. The prime source for this information are the DG5 registers held by each of the sewerage companies. Our website advises: "DG5 registers are maintained and held by individual water companies and you should contact them directly for information

EIR Refusal Notice

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

concerning the register. Water company contact details can be found [here on our website.](#)”

The Environment Agency may also have relevant datasets so please contact their information governance team at enquiries@environment-agency.gov.uk

As Ofwat does not hold the information requested, under EIR 2004 this means exception 12(4)(a), information not held, is engaged and your request is formally refused.

Once a(n) FOI/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.

We will hold the information 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/foi/policies-and-procedures/>. If you have any concerns how Ofwat processes your personal data please contact the Data Protection Officer at dpo@ofwat.gov.uk. To view Ofwat's full Privacy Policy please go to <https://www.ofwat.gov.uk/foi/policies-and-procedures/>

If you have any queries or concerns with regard to the content of this email please do contact me, quoting the reference number. If you are unhappy with how your request has been responded to you can request an internal review. Please contact the Programme and Project Management (PPM) department at foi@ofwat.gov.uk.

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

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

or

EIR Refusal notice

EIR Refusal Notice

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

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow

Yours sincerely,



Records Management Assistant