

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

By email

14 September 2020

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

Reference: FOI 202008091

Dear [REDACTED]

Thank you for your request for the following information

A BBC report says that the U.K. is losing 3 billion litres of water per day. What percentage of the total is that?

As this information is publicly available I am refusing your request under section 21 of the Freedom of Information Act 2000, information is accessible by other means.

This information is supplied by water companies and is publically available both on their [websites](#) and also on Water UK's [Discover Water website](#). Here is a [link](#) to the leaking pipes page and the where water comes from [page](#).

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.

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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

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow

Yours sincerely,

[Redacted signature block]