

By email

19 October 2020

Freedom of Information Act (FOIA) 2000  
Request for Information-Acknowledgment

Reference: FOI 202010106

Dear [REDACTED]

Thank you for your request for information

For my undergraduate dissertation I am looking into water leakage rates in different water companies across England. To accomplish this I was hoping to get your leakage rates for all the water companies over the last 20 years, so that I am able to compare them to different companies and other factors that may cause leakage. I have contacted each company and most have suggested that I contact ofwat as you would be able to provide this data.

Water leakage rates have been published and can be found in the following places for the last 20 years. The Service Delivery Report 2019-20 will be published later this autumn.

2012-2019

<https://www.ofwat.gov.uk/publication/service-delivery-report-data-2018-19/>

See the 'Leakage (Megalitres per day)' table at the top of the 'INPUTS | Outcomes' tab. This uses company acronyms but the company names are mapped to acronyms on the 'Map & Key' tab.

2011-2012

[https://webarchive.nationalarchives.gov.uk/20140707174353/http://www.ofwat.gov.uk/regulating/reporting/rpt\\_los2011-12addreliability#data](https://webarchive.nationalarchives.gov.uk/20140707174353/http://www.ofwat.gov.uk/regulating/reporting/rpt_los2011-12addreliability#data)

See the 'Data' table at the bottom of this webpage.

2010-2011

[https://webarchive.nationalarchives.gov.uk/20121217044301/http://www.ofwat.gov.uk/regulating/junereturn/jrlatestdata/prs\\_web\\_2011leakage.xlsx](https://webarchive.nationalarchives.gov.uk/20121217044301/http://www.ofwat.gov.uk/regulating/junereturn/jrlatestdata/prs_web_2011leakage.xlsx)

2005-2010

[https://webarchive.nationalarchives.gov.uk/20130105210838/http://www.ofwat.gov.uk/regulating/reporting/rpt\\_los\\_2009-10.pdf#page=38](https://webarchive.nationalarchives.gov.uk/20130105210838/http://www.ofwat.gov.uk/regulating/reporting/rpt_los_2009-10.pdf#page=38)

See table 6 on page 37.

2000-2005

[https://webarchive.nationalarchives.gov.uk/20130104210401/http://www.ofwat.gov.uk/regulating/reporting/rpt\\_sos2004-05.pdf#page=33](https://webarchive.nationalarchives.gov.uk/20130104210401/http://www.ofwat.gov.uk/regulating/reporting/rpt_sos2004-05.pdf#page=33)

See table 7a on page 31.

1999-2000

[https://webarchive.nationalarchives.gov.uk/20111108231607/http://www.ofwat.gov.uk/regulating/reporting/rpt\\_sos2003-04.pdf#page=30](https://webarchive.nationalarchives.gov.uk/20111108231607/http://www.ofwat.gov.uk/regulating/reporting/rpt_sos2003-04.pdf#page=30)

See table 5a on page 27.

Your request was received on 5 October 2020 and is being dealt with under the terms and conditions of the FOIA 2000, as the information requested does not fall under the definitions of the EIRs which can be found at the following link:

<http://www.legislation.gov.uk/ukxi/2004/3391/contents/made>

You will then receive the information requested within 20 working days unless a legal exemption prevents us from disclosing the information to you. If we do not hold the information we will advise you and where possible will direct you to the location of where you can access the relevant information.

It is our preferred method to respond to you by email unless you specifically advise us otherwise.

Once a 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](mailto: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.

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

**The Information Governance Team**