

By email

28 October 2020

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

Reference: FOI 202010110

Dear [REDACTED]

Thank you for your request for the following information

Regarding the timeframe, I was hoping for current data, so 2019 or 2020?
For example, it would be interesting to know what percentage of households in London (a) has no water meter so pays a fixed price, (b) already has a water meter, but is not paying metered water and (c) gets metered water bills.

You can find data for the number of households which are metered and those which are unmetered, for each water company in England and Wales, [Service Delivery Report Data 2018-19](#).

The 'INPUTS | Residential Retail' tab within the Excel spreadsheet shows numbers for metered and unmetered households broken down by company. You can find full company names in the 'Map & Key' tab.

You can also find 2019-20 data on metered customers for each company the [PR19 blind year reconciliation draft decision residential retail models](#). There is a model for each company on the page. Please see actual customer numbers on the 'Inputs' tab.

We do not hold the information at a more disaggregated level so cannot provide a breakdown for London. You may be able to obtain this information from [Thames Water](#).

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Yours sincerely,

The Information Governance Team