

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

By email

9 November 2020

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

Reference: FOI 22010122

Dear [REDACTED]

Thank you for your request for the following information

How do I find information on what a private water supplier can/cannot do? What regulations do they need to comply with and can a private water supplier cut off a private residents water supply for non-payment of charges? Please note that I am not needing advice, I am trying to locate some guidance as to what a private water supplier can do and where to find guidance and regulations that they need to comply with.

We can confirm that we do not hold this information. Ofwat regulates licenced public water companies, not privately owned supplies. We advise that you contact your Local Authority as they have some role in regulating private supplies.

There is some legislation relating to private supplies in:

The Private Water Supplies (England) Regulations 2016 and its amendments:

<https://www.legislation.gov.uk/ukxi/2016/618/contents/made>

The DWI also has some information about private supplies from a water quality perspective:

<http://www.dwi.gov.uk/private-water-supply/>

The [Water Industry Act](#) also has some sections that cover private supplies (sections 77-85) although they mainly relate to Local Authority powers relating to private supplies.

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 letter please do contact us, quoting the reference number. If you are unhappy with how your request has been responded to you can request an internal review by writing to foi@ofwat.gov.uk.

If you are still not satisfied following our response to an internal review, you have the right to complain to the Information Commissioner's Office under section 50 of the Freedom of Information Act 2000.

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,

Ofwat's Information Governance Team