

Centre City Tower, 7 Hill Street, Birmingham B5 4UA
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By email

11 December 2020

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

Reference: FOI 202012139

Dear [REDACTED]

Thank you for your request for information received on the 10 December 2020.

I'm trying to gather information regards to the percentage of public suffering from back surge of waste coming up through there kitchen sinks or other utilities within the property.

Also if you do have any information regarding the percentage of damages that has also been caused by the back surge of waste.

We can confirm that Ofwat does not hold this information.

You may wish to consider contacting the Chartered Institute of Plumbing and Heating Engineers (CIPHE) at the following link <https://www.ciphe.org.uk/> who may hold the information.

Or alternatively the National Association of Drainage Contractors (NADC) [NADC – National Association of Drainage Contractors](#) may be able to assist with your request for information.

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