

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

By email

15 March 2018

Environmental Information Regulations – Request for Information

Reference: EIR 20180323

Dear [REDACTED]

Thank you for your request for information. I write to confirm that the information you have requested is not held by Ofwat.

As the economic regulator for the water industry Ofwat is not required to collect specific data held on water bursts. There is some useful industry information on water leakage on the Discover Water website at the following link <https://discoverwater.co.uk/>.

Alternatively you can submit a formal Environmental Information Regulations (EIR) request to Thames Water directly at <https://customerhelp.thameswater.co.uk/app/ask>

Once an 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. This document will be held 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/publication/retention-disposals-policy/>. If you have any concerns how Ofwat processes your personal data please contact the Data Protection Officer at FOI@ofwat.gsi.gov.uk. To view Ofwat's full privacy policy please go to <https://www.ofwat.gov.uk/publication/privacy-policy/>

Freedom of Information/EIR Information Not Held

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If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of the decision, please contact:

Programme and Project Management Office

Ofwat

Centre City Tower

7 Hill Street

Birmingham B5 4UA

FOI@ofwat.gsi.gov.uk

If you are not happy with the outcome of that review you can ask the Information Commissioner's Office to consider your complaint. Generally, the ICO will not make a decision unless you have exhausted Ofwats complaints procedure. The ICO can be contacted at:

<https://ico.org.uk/>

Or

The Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow SK9 5AA

Yours sincerely,

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██████████

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