

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

By email

06 March 2018

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

Reference: FOI 20180319

Dear [REDACTED]

Thank you for your request for information concerning facts about water companies' service levels and investment.

Ofwat confirms it does not hold the information.

Under the [Regulatory Accounting Guideline](#) section 3.10 has Ofwat's guidance for the format and disclosure for a water companies annual performance report.

The companies publish details on number of households (and non-households) in their annual reporting (aka annual performance reports (APR) on their websites

With reference to the data you are requesting, the key tables in the APR are:

Table 2F has number of household customers

Tables 3A and 3B is the place to look for details on supply interruptions – note these will be reported against each company's bespoke outcome/performance commitment.

Tables 2E, 4D and 4E has expenditure expressed in £m spent

Table 2A has pre-tax profit

A link to all the companies can be found on our website here

<https://www.ofwat.gov.uk/households/your-water-company/map/>

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or

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow

Yours sincerely,

[Redacted signature block]



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