

Freedom of Information/EIR Information Not Held

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

By email

18 July 2018

Freedom of Information request - Request for Information

Reference: EIR 20180775

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 Ofwat is not required, nor does hold the information requested in respect of average daily consumption.

There is some useful data held on the Discover Water website at this link <https://discoverwater.co.uk/amount-we-use>. The data is provided within a water company's annual performance reports and is calculated by the companies and is now collated by Water UK and shared on the Discover Water site.

Additional information can be found at the Office of the National Statistics (ONS) at the following link

<https://www.ons.gov.uk/aboutus/transparencyandgovernance/freedomofinformationfoi/householddataandresidentialwaterusage>

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Ofwat's guidance to water companies on per capita consumption can be found on the Ofwat website at this link <https://www.ofwat.gov.uk/wp-content/uploads/2018/03/Reporting-guidance-per-capita-consumption.pdf>

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/>

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 Ofwat's complaints procedure. The ICO can be contacted at:

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

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or

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow

Yours sincerely,

[Redacted]

[Redacted]

[Redacted]

Ofwat
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