

Date: 13<sup>th</sup> December 2018

Sent via email

Dear Tim Johns

## 1. Background

I refer to your request for information under the Environmental Information Regulations 2004 ("Regulations"), received by us on 5<sup>th</sup> December 2018, which reads as follows:

Please can I request crude & treated sewage flow & composition data from the receiving sewage treatment works in Barnstable, Devon.

This letter provides the response to your request.

## 2. South West Water's (SWW) Response

I can confirm that SWW does hold some information of the type you have requested.

Under the Regulations, SWW has a duty to individuals requesting information to make that information available on request. SWW must comply with this duty, unless one of the exceptions contained within the Regulations applies.

Our response is as follows.

As per the permit issued by the Environment Agency (EA) for this site, flow is measured at the discharge point by certified UV meters, the data from these meters is submitted to the EA. The data for year end 2017 is attached to the email.

Data is available from the EA website including the 'composition' data you have requested. Access to the data is via the following web address - <https://environment.data.gov.uk/water-quality/view/landing>

If we have interpreted your request incorrectly or you have any questions please do contact us at [finreg@southwestwater.co.uk](mailto:finreg@southwestwater.co.uk).

## 3. Further Queries

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within six months of the date of receipt of this response and should be addressed to Iain Vosper (SWW Regulatory Director) who can be contacted by e-mail on [EIRinternalreviews@southwestwater.co.uk](mailto:EIRinternalreviews@southwestwater.co.uk)

If you are dissatisfied with the outcome of the internal review, you can apply, without charge, to the Information Commissioner, who will consider whether SWW has complied with its obligations under the Regulations, and can require SWW to remedy any problems. You can find out more about how to do this, and about the Regulations in general, on the Information Commissioner's website at: [www.ico.org.uk](http://www.ico.org.uk). Complaints to the Information Commissioner can be made via the "report a concern" section of the Information Commissioner's website.

With best regards,

South West Water

Peninsula House, Rydon Lane, Exeter, EX2 7HR [www.southwestwater.co.uk](http://www.southwestwater.co.uk)