



Department  
for Environment  
Food & Rural Affairs

T:  
helpline@defra.gsi.gov.uk  
[www.gov.uk/defra](http://www.gov.uk/defra)

Your ref:  
Our ref: Gilmore  
Date: 13/2/14

Dear Mr Gilmore,

**REQUEST FOR INFORMATION: Environment Agency Charges to Thames Water**

Thank you for your request for information about the charges that the Environment Agency has applied to Thames Water, which we received on 2 February 2014. We have handled your request under the Freedom of Information Act 2000 (FOIA).

I am writing to advise you that the information that you have requested is not held by Defra.

I can confirm that the information is held by the Environment Agency, which can be contacted at Environment Agency, Ergon House, Horseferry Road, London, SW1P 2AL; "sponsorship\_and\_government@environment-agency.gov.uk".

Alternatively, we can transfer your request to the Environment Agency but, before doing so, we need your permission to notify it of your name and contact details. If you agree to this, please either sign and return to me the declaration at the foot of this letter or email me at the address below, quoting the reference number and date of this letter and stating that you authorize the transfer of your information request.

I attach an annex giving contact details should you be unhappy with the service that you have received.

If you have any queries about this letter, please contact me.

Yours

Kerry Booth  
T: 02072381512  
M: Kerry.booth@defra.gsi.gov.uk



✂.....

Our

I Roland Gilmore hereby authorise Defra to transfer my information request to the Environment Agency

Signature: ..... Date: .....

Name in BLOCK CAPITALS .....

## **Annex**

### **Complaints**

If you are unhappy with the service you have received in relation to your request you may make a complaint or appeal against our decision under section 17(7) of the FOIA or under regulation 18 of the EIRs, as applicable, within 40 working days of the date of this letter. Please write to Mike Kaye, Head of Information Standards, Area 4D, Nobel House, 17 Smith Square, London, SW1P 3JR (email: [requestforinfo@defra.gsi.gov.uk](mailto:requestforinfo@defra.gsi.gov.uk)) and he will arrange for an internal review of your case. Details of Defra's complaints procedure are on our [website](#).

If you are not content with the outcome of the internal review, section 50 of the FOIA and regulation 18 of the EIRs gives you the right to apply directly to the Information Commissioner for a decision. Please note that generally the Information Commissioner cannot make a decision unless you have first exhausted Defra's own complaints procedure. The Information Commissioner can be contacted at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF