



Naomi (Surname Unknown)

Information Management
Shire Hall
Warwick
CV34 4RL
Telephone 01926 413716
Email jonathansheward@warwickshire.gov.uk

Please ask for Jonathan Sheward

Our ref: 10137308

Your ref:

Date: 2 April 2024

Dear Naomi,

Environmental Information Regulations 2004

Your request for information has been considered by Warwickshire County Council under the Environmental Information Regulations 2004.

I am writing to advise you that the information you have requested is not held by Warwickshire County Council. This is because, in your request, you are seeking information concerning a service which is actioned by other organisations rather than us at the County Council.

Therefore regulation 12(4)(a) of the Environmental Information Regulations applies to your request. Regulation 12(4)(a) provides an exception to the duty to disclose information when information is not held.

You asked us:

I am making this request under the Freedom of Information Act 2000. I am attempting to find which areas have received the most water complaints in the UK.

My questions are as follows:

1) How many water complaints did you receive in the years, 2021, 2022 and 2023?

2) What are the reasons for the complaints?

a. The quality of the water

b. The water pressure

- c. Interruption to water supply**
- d. Unhappy with service**
- e. Water pipes**
- f. Costs**
- g. Damages**
- h. Other, please specify**

3) How much have you had to pay out in connection with water complaints during the years 2022, 2022 and 2023? In pounds (£).

For this information you will need to contact the water companies responsible for the water supplies in the county of Warwickshire.

Therefore, predominately, the company that you will need to contact is Severn Trent Water - although you may also need to contact Thames Water for some supplies to the properties in the south of the county and South Staffordshire Water for some supplies to properties in the north of the county.

I hope that the above clarifies the situation, but please do not hesitate in contacting me if you have any 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 40 days of the date of receipt of the response to your original letter and should be addressed to:

Information Management
Shire Hall
Warwick
CV34 4RL
inforights@warwickshire.gov.uk

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.
Phone: 0303 123 1113
Website: <https://ico.org.uk/make-a-complaint/>

I will now close your request as of this date.

Yours faithfully

Jonathan Sheward
Information Rights Officer