

Reference: 02028811

Information Requests
information.requests@ofcom.org.uk

25 July 2025

Dear,

Freedom of Information request: Right to know request

Thank you for your request for information concerning Ofcom's water and wastewater.

We received this request on 30 June 2025 and we have considered your request under the Freedom of Information Act 2000 and Environmental Information Regulation 2004.

Your request & our response

Given the Governments focus on water control, reduction and competition, there is a valid public interest in local taxpayers knowing what the UK's public sector across both local and central Government comprises.

For the most recent yearly data to hand: -

** Your total billed water/sewerage usage?*

Water consumption (m3) – 5,890 – please see [2024/25 Annual Report](#) Annex 6 for more details.

** Your total billed water/sewerage cost?*

£10,132 - please see [2024/25 Annual Report](#) Annex 6 for more details.

** Name of your water provider?*

WaterPlus and Castel Water (water is paid via service charge at some offices, so is managed by landlords/agents).

** Are you on a standard water tariff or negotiated/contracted rate i.e. via a framework/direct?*

Standard tariffs.

** Have you switched water supplier?*

No.

** Have you ever commissioned or undertaken a water and wastewater audit, with a review to reducing your water and wastewater costs?*

Yes, at the sites where we pay water direct/have control. (Riverside House, Baldock, Birmingham). This formed part of our Environmental Management System.

** Is funding prohibiting you from implementing a water and wastewater cost reduction project?*

No.

** Have you ever carried out a water consumption benchmark exercise to all of your buildings? If so what is the water consumption per person per year?*

No.

** Do you have a future water strategy, if so, please supply details.*

We do not have a future water strategy - we are looking at our water saving recommendations and completing the ones we deem essential based on operational requirement, budget and risk.

I hope this information is helpful. If you have any further queries, then please send them to information.requests@ofcom.org.uk – quoting the reference number above in any future communications.

Yours sincerely,

Information Requests

Request an internal review

If you are unhappy with the response you have received to your request for information, or think that your request was refused without a reason valid under the law, you may ask for an internal review. If you do, it will be subject to an independent review within Ofcom. We will either uphold the original decision, or reverse or modify it.

If you would like to ask us to carry out an internal review, you should get in touch within two months of the date of this letter. There is no statutory deadline for us to complete our internal review, and the time it takes will depend on the complexity of the request. But we will try to complete the review within 20 working days (or no more than 40 working days in exceptional cases) and keep you informed of our progress. Please email the Information Requests team (information.requests@ofcom.org.uk) to request an internal review.

Taking it further

If you are unhappy with the outcome of our internal review, then you have the right to [complain to the Information Commissioner's Office](#).