



Defence Infrastructure Organisation
Kingston Road
Sutton Coldfield
West Midlands
B75 1NF

Ref: FOI2015/01613

Email: DIOSec-Parli@mod.uk

Email.

16 February 2015

Dear

Thank you for your email of 02 February 2015 requesting the following information:

I requested under FOI a figure to calculate the exact cost of water bills to the 45 houses on the ex mod estate of [redacted] and [redacted] and [redacted]

By requesting how many properties and which they are, you gave me a figure of 37 with a caveat that I would get an admin letter giving further explanation.

The letter failed to explain the heart of our request, which was that the consumers can calculate how their bill is calculated and which figures you use. I request again please provide the figures that make up the MOD calculation of the bill that is sent to the residents of the above estate.

This request is so figures can be used to calculate the detail of which does not need to give names which you suggest would be a breach of data protection but unless you give the property numbers then we do not know who is being billed and as such can not check the accuracy of the bill.

if you had said 45 houses and a commercial private nursery that are connected to the PDN then we would not need to ask this question again but as you have not please provide this information.

The water regulator Ofwat gives advise to Water Undertaker provider consumers (which you are not) how their customers can calculate there bill but with the previous request and the answers from Severn Trent Services MOD PFI the MOD customers are being denied the ability to check the veracity of the invoices sent to them and the figures from which these figures are calculated, also the admin letter caveated in the previous FOI request asks us to respond about sewerage customers that are being billed but does not tell us who the customers are that they are serving as the people complaining to us of being charged twice may not be in the MOD schedule of consumers.

I am treating your correspondence as a request for information under the Freedom of Information Act 2000 (FOIA).

I am writing to confirm that Ministry of Defence (MOD) holds the information on the subject you have requested. The details of which are supplied below.

The MOD received four quarterly invoices from the Aquatrine Package C PFI contractor totalling £40,863,896.41 for the financial year 2013/14. This bill covers the whole of the Aquatrine Package C PFI area.

The breakdown is: Water volumetric charge £15,229,175.05

Water standing charge	£4,946,656.88
Sewage volumetric charge	£15,229,175.05
Sewage standing charge	£5,458,889.44

The apportionment of this bill, applicable to the Private Distribution Network owned by the Feltham Residents Company Limited, is based on the assumption that 37 domestic properties are connected to the network.

These are 1-28, 30, 32, 34, 36, 38, 40, 42, 44, 46

The MOD believes when the former canteen site was redeveloped that the new development was connected to a new Thames/Affinity network. The reconfiguration of the existing network resulted in the properties associated with the Feltham Residents Company Limited being connected into this new system. Consequently these properties were not included in the estimation of consumption for the estate.

To substantiate this view the MOD has requested that its Service Provider, Severn Trent Services, engage with Affinity to establish the connectivity and ownership of this section of the network.

Yours sincerely

DIO Secretariat

If you are not satisfied with this response or you wish to complain about any aspect of the handling of your request, then you should contact me in the first instance. If informal resolution is not possible and you are still dissatisfied then you may apply for an independent internal review by contacting **the Information Rights Compliance team, 1st Floor**, MOD Main Building, Whitehall, SW1A 2HB (e-mail CIO-FOI-IR@mod.uk). Please note that any request for an internal review must be made within 40 working days of the date on which the attempt to reach informal resolution has come to an end.

If you remain dissatisfied following an internal review, you may take your complaint to the Information Commissioner under the provisions of Section 50 of the Freedom of Information Act. Please note that the Information Commissioner will not investigate your case until the MOD internal review process has been completed. Further details of the role and powers of the Information Commissioner can be found on the Commissioner's website, <http://www.ico.gov.uk>.