

**Department of Energy & Climate  
Change**

3 Whitehall Place,  
London SW1A 2AW  
[www.gov.uk/decc](http://www.gov.uk/decc)

Your ref:

Our ref: **14/0572 & 14/0575**

30<sup>th</sup> April 2014

***RE: FREEDOM OF INFORMATION REQUEST***

Thank you for your e-mails of 2nd April 2014 requesting information on (i) the number of calls made by staff at the Department of Energy and Climate Change (DECC) to the 123 Speaking Clock and (ii) to Directory inquiries 118 numbers since 13<sup>th</sup> September 2013 and at what cost.

We are unable to answer your questions in full as the Department is billed per line rental and consequently does not receive itemised invoices from our telephone service provider. Additionally, the telephone service provider has confirmed that records are retained on a three months rolling basis so historic data is not available.

The information on calls made from land-lines therefore is not available from the Department's central records or from the records of our supplier.

From available information however, I can confirm that in the last 6 months, two calls were made to the speaking clock (123) from mobiles but neither call was charged to our account possibly because of the very short duration. One call was made to directory enquiries (118) from a mobile in March 2014, costing £2:80.

**Appeal Procedure**

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 two months of the date of receipt of the response to your original letter and should be addressed to the Information Rights Unit at:

Information Rights Unit (DECC Shared Service)  
Department for Business, Innovation & Skills  
1 Victoria Street  
London  
SW1H 0ET (✉: [foi@decc.gsi.gov.uk](mailto:foi@decc.gsi.gov.uk))

Please remember to quote the reference number above in any future communications.

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