

Environmental Information Regulations 2004

Charging scheme

Free access

We provide free access to a wide range of information through:

- Our website
- Access to any public registers which we hold
- Inspecting information at our offices*

* We have several offices fully equipped to provide computer access to information, and members of our team to help you. Please let us know if you wish to make use of this facility, and we will make suitable arrangements for you.

Charges

We are allowed to charge you a reasonable fee to respond to your request.

The guidance from the Information Commissioner on charging for environmental information can be found here: <https://ico.org.uk/media/for-organisations/documents/1627/charging-for-environmental-information-reg8.pdf>

Our fee will be calculated based on the cost to us of responding to the request. This includes:

Staff time

The cost of staff time will be charged at £25 per hour and includes the time required to locate and retrieve the requested information.

It does not include the initial cost of determining if we hold the requested information, or time taken to decide whether the requested information can be released.

Consumables and copying charges

Consumables and copying will be charged at cost. This includes the cost of photocopying, and other direct outlays such as paper, USB sticks, or other media.

Postage costs

Postage will be charged at the cost of sending the information by *Royal Mail Signed For 1st Class* post.

Notification of fee

In response to your request we will issue you with a fee notice. This will detail the tasks involved in responding to the request, and associated costs.

We will provide to you the requested information upon payment of the fee. You may pay the fee by cheque, made payable to – **Northumbrian Water Limited**.

Please note that:

- This will be presented so as not to disclose details about or employees or their individual salaries.
- If you do not pay the fee within 60 working days we will assume that you no longer require the information requested.
- Where possible, we will suggest alternative information that may be of interest to you, or ways to refine your request that will reduce the fee.
- In exceptional circumstances, we may decide to reduce or waive our usual fee.