



[Redacted]

Date  
16 July 2025

[Redacted]

Post Office  
100 Wood Street,  
London, EC2V 7ER

Classification:  
Public

Dear [Redacted],

**Environmental Information Regulations Request – EIR2025/00465**

I am writing in response to your email dated 1 July, which I am dealing with under the Environmental Information Regulations Act 2004 (“EIR”).

In your email you have requested the information in bold. We have entered our answers below your questions:

**For the most recent yearly data to hand: -**

- \* Your total billed water/sewerage usage?**
- \* Your total billed water/sewerage cost?**

Please see below table for details

<b>Total Billed Water Usage</b>	<b>Total Billed Sewerage Usage</b>	<b>Total Billed Water Cost</b>	<b>Total Billed Sewerage Cost</b>
44831m <sup>3</sup>	41948m <sup>3</sup>	£74,101.38	£62,103.61

- \* Name of your water provider?**

For Post Office Northern Ireland sites – Northern Ireland Water (“NIW”), for Post Office Welsh sites – Welsh Water (“WW”), and for Scotland and England – Smarta Water.



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

NIW and WW – standard rates, Smarta Water negotiated rates via the Crown Commercial Service framework.

**\* Have you switched water supplier?**

Not in the last twelve months.

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

No

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

We do not hold information, as Post Office has not considered implementing a water and wastewater cost reduction project.

**\* 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?**

We do not hold information, as Post Office has not carried out a water consumption benchmark exercise to all our buildings.

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

We do not hold information, as Post Office does not have a future water strategy,

If you are dissatisfied with the handling of this response, you do have a right to request an internal review. You can do this by writing to the address above within 40 working days of receipt of this response stating your reasons for your internal review request or alternatively, by emailing [information.rights@postoffice.co.uk](mailto:information.rights@postoffice.co.uk).

If, having requested an internal review by Post Office, you are still not satisfied with our response you also have a right of appeal to the Information Commissioner at:

Information Commissioner's Office  
Wycliffe House



Water Lane  
Wilmslow  
Cheshire SK9 5AF  
Online: [www.ico.org.uk/foicomplaints](http://www.ico.org.uk/foicomplaints)  
Telephone: 0303 123 1113  
Website: <https://ico.org.uk>

Yours sincerely,

Information Rights Team  
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