



A wide range of environmental information can be found on our website – but if you cannot find what you are looking for, we will be able to advise and assist you in locating that information or we will respond to a request made in accordance with the **Environmental Information Regulations 2004**.

We aim to deal with any such request as soon as possible but in any event within 20 working days. It may be your request is straight forwards and our response will be swift. However, there are circumstances where the gathering of information will take a little time. On occasion the information may take more than 20 days to assimilate in which case we will contact you to inform you that we are extending the deadline to one of 40 working days.

If we are not clear on exactly what information you are requesting, we will write to you and ask for further clarification. If this is the case, the information will be provided within 20 days of receiving your clarification. You should know that although we apply a presumption in favour of disclosure, there are circumstances where the information you request cannot be provided. There may be a number of reasons for this; the simplest being that we do not hold the information, or perhaps the information is not environmental information. If we have decided there is a legal reason for withholding information, we will write to you and provide written reasons as far as we are able.

Whatever the reason for non-disclosure you can be sure that National Gas will not only have considered your request very closely, but we will have also applied the public interest test balancing the presumption of disclosure against the legal exemptions which apply, before reaching a decision.

In some cases, there may be a reasonable charge for providing the information requested. No charge will be made for provision of information and publications already made available free of charge by National Gas, advising on the availability of information, for inspecting public registers or examining information on National Gas premises. When we receive your request, we will advise on whether a fee applies and the expected cost. The charges are set out below. If you wish to proceed with your request, the information will be supplied on receipt of payment. Failure to pay within 60 days of the request will automatically cancel your enquiry.

### **How to make a request**

In order to facilitate your request, we have a designated email through which enquires can be made. However, contact can be made in the following ways:

**By email:**      [box.GAS.GT-EIR@nationalgas.com](mailto:box.GAS.GT-EIR@nationalgas.com)

## Complaints

If you have made a request for environmental information and you are dissatisfied with our response you have a right to make a complaint within 40 working days of receipt of the refusal. Details on how to do this are set out in our refusal letter. You may make your complaint using the same contact details as for 'How to make a request', above.

## Appeals to the ICO

If you are still unhappy following the outcome of the internal review process, you can appeal to the Information Commissioner. They can be contacted in the following ways:

**By email:** casework@ico.org.uk  
**By post:** The Information Commissioner  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Further information regarding the Environmental Information Regulations 2005 can be found on the Information Commissioner's website at <https://ico.org.uk/for-organisations/guide-to-the-environmental-information-regulations/>

## Charges

The Regulations allow for the recovery of 'reasonable costs', setting a limit of £450 per request. In some cases, depending on the complexity of the request and the amount of time required to fulfil the request we may wish to apply a charge for the provision of the requested information. Should this be the case, we will advise whether a fee will apply and the expected before providing any information.

Should you wish to proceed with the request, a standard fee may be charged for the following:

- 1) Staff time involved in complying with the request e.g. locating, retrieving and extracting information and putting into the required format at a rate of £25 per hour.
- 2) Other costs incurred in terms of printing, scanning and photocopying information: • Printing and photocopying – 10 pence per sheet (A4 black & white); 50 pence per sheet (A4 colour); 50 pence per sheet (A3 black & white) and £1.00 per sheet (A3 colour). • Other formats 3. Postage or other delivery charges (where applicable)