

[REDACTED]  
[REDACTED]

29 April 2016  
Reference: F0002729

Dear [REDACTED]

I am writing in respect of your recent request of 4 April 2016, for the release of information held by the Civil Aviation Authority (CAA).

Your request:

1. Contracts/Agreements relating to the supply of Gas which may include the following:
  - Natural Gas Supply
  - Gas Heating / Boiler Maintenance
  - Installation of Gas Central Heating Systems

**The CAA has the following contracts for supply of Gas:**

Natural Gas

**Supplier:** Corona Energy Retail 4 Limited

**Service:** Supply of gas (and electricity)

**Start Date:** 1/04/2016

**End Date:** 31/03/2019

**Extensions:** automatic 12 month roll over from date of expiry, unless CAA terminates

**CAA Site:** Gatwick only

**CAA contract reference:** 1474

Gas Heating / Boiler Maintenance and Installation of Gas Central Heating Systems

**Supplier:** Norland Managed Services

**Service:** Supply of technical maintenance services to CAA property estate

**Start Date:** August 2013

**End Date:** July 2017

**Extensions:** available until December 2019

**CAA Sites:** All offices.

**CAA contract reference:** 1765

Gas average spend over 3 year period total £76,917.25

2. Contracts/Agreements relating to the supply of Electricity which may include the following:
- Street Lighting
  - Electricity Supply (Half Hourly)
  - Electricity Supply (Non Half Hourly)
  - Corporate Electricity Supply

**The CAA has the following contracts relating to the supply of Electricity:**

Street Lighting – None

Electricity Supply Half Hourly – Yes – as part of EDF contract

Electricity Supply Non Half Hourly – Yes – as part of Corona contract

**Corporate Electricity supply:**

**Supplier:** EDF

**Service:** Supply of electricity

**Start Date:** 1/10/2009

**End Date:** 31/03/2016 then auto extensions every 12 months, roll over from date of expiry, unless CAA terminates. (CCS Framework)

**CAA Site:** Gatwick and London offices

**CAA contract reference:** 1474

**Supplier:** British Gas Trading Limited

**Service:** Supply of electricity

**Start Date:** 01/04/2016

**End Date:** 31/03/2017

**Extensions:** automatic 12 month roll over from date of expiry, unless CAA terminates

**CAA Site:** Crawley office

**CAA contract reference:** 1672

**Supplier:** Corona

**Service:** Supply of electricity (and gas)

See above under gas for details

Electricity average spend over 3 year period total £852,127.00 (not including spend on electricity in rented offices)

3. Contracts/Agreements relating to the supply of Water which may include the following:
- a. Supply of Water
  - b. Waste Water

**The CAA has the following contracts relating to the supply of Water disposal of waste water:**

**CAA Site:** Gatwick only

**CAA contract reference:** N/A

**Supplier:** Sutton & East Surrey Water

**Service:** Supply of Clean Water

**Start Date:** 05/03/16

**End Date:** 04/03/17

**Extensions:** automatic 12 month roll over from date of expiry.

Water average spend over 3 year period total £16,582.68

**CAA Site:** Gatwick only

CAA contract reference: N/A

**Supplier:** Thames Water (payments collected by Sutton & East Surrey on their behalf)

**Service:** Disposal of Waste Water

**Start Date:** 05/03/16

**End Date:** 04/03/17

**Extensions:** automatic 12 month roll over from date of expiry.

Water average spend over 3 year period total £19,290.18

NB: Only have information on water for Gatwick Site, for London and regional offices the cost is included in landlord rents.

Responsible Officer for all contracts: Peter Hammond, Head of Estate Services,  
[peter.hammond@caa.co.uk](mailto:peter.hammond@caa.co.uk)

If you are not satisfied with how we have dealt with your request in the first instance you should approach the CAA in writing at:-

Caroline Chalk  
Head of External Information Services  
Civil Aviation Authority  
Aviation House  
Gatwick Airport South  
Gatwick  
RH6 0YR

[caroline.chalk@caa.co.uk](mailto:caroline.chalk@caa.co.uk)

The CAA has a formal internal review process for dealing with appeals or complaints in connection with Freedom of Information requests. The key steps in this process are set in the attachment.

Should you remain dissatisfied with the outcome you have a right under Section 50 of the FOIA to appeal against the decision by contacting the Information Commissioner at:-

Information Commissioner's Office  
FOI/EIR Complaints Resolution  
Wycliffe House  
Water Lane  
Wilmslow  
SK9 5AF

<https://ico.org.uk/concerns/>

If you wish to request further information from the CAA, please use the form on the CAA website at <http://publicapps.caa.co.uk/modalapplication.aspx?appid=24>.

Yours sincerely



Rihanne Stephen  
Information Rights Officer

**CAA INTERNAL REVIEW & COMPLAINTS PROCEDURE**

- The original case to which the appeal or complaint relates is identified and the case file is made available;
- The appeal or complaint is allocated to an Appeal Manager, the appeal is acknowledged and the details of the Appeal Manager are provided to the applicant;
- The Appeal Manager reviews the case to understand the nature of the appeal or complaint, reviews the actions and decisions taken in connection with the original case and takes account of any new information that may have been received. This will typically require contact with those persons involved in the original case and consultation with the CAA Legal Department;
- The Appeal Manager concludes the review and, after consultation with those involved with the case, and with the CAA Legal Department, agrees on the course of action to be taken;
- The Appeal Manager prepares the necessary response and collates any information to be provided to the applicant;
- The response and any necessary information is sent to the applicant, together with information about further rights of appeal to the Information Commissioners Office, including full contact details.