

FOI DECISION NOTICE

**Scheduled Public Authority:
Infrastructure and Environment**

Date: 25 June 2026

Appeals are handled by
the Information
Commissioner under
Art.46 of the Freedom
of Information (Jersey)
Law 2011

THE REQUEST



- The Complainant asked Infrastructure and Environment (the SPA) for information about an incident that occurred on 18 December 2024 relating to a burst water main. The request sought:
 - The maintenance history of the water main (including risk assessments) for the five-year period immediately prior to the incident
 - Investigations undertaken following the failure of the water main
 - The nature and extent of any works to the water main following the incident; and
 - Any previous leaks from the water main in the five-year period immediately prior to the Incident and any remedial works undertaken to address such leaks.

THE SPA'S RESPONSE



- The SPA did not provide the information.
- The exemption relied on by the SPA for the refusal was:
 - Art.3 (The SPA said that the information requested was not held and suggested that it may be held by Jersey Water)
- Following an internal review requested, the SPA upheld the original decision.

THE DECISION



The Commissioner's decision is that the appeal is:

UPHELD

- The Commissioner is satisfied that the SPA failed to carry out any reasonable and proportionate searches in response to the Request.
- The SPA admitted that it did not carry out any searches at all at the time of the Request because it applied a narrow interpretation.
- The SPA did not take sufficient steps to ascertain whether any information was held in its records at the time of the Request.

Therefore, the SPA must:

- Issue the Complainant with a fresh response to their Request following searches aimed at identifying all the information held within the scope of the Request.
- If the SPA locates information within the scope, that information should be disclosed to the Complainant or an adequate refusal notice should be provided. This must be done within 35 calendar days.

To view more FOI Decision Notices, [click here](#).