



Environmental Information Regulations (EIR) 2004

Please note that an issue has arisen leading to Yorkshire Water reviewing its obligations under EIR (2004). We will however continue to consider requests for environmental information on a voluntary basis.

The Environmental Information Regulations (EIR) 2004 came into force on 1st January 2005. This guidance explains Yorkshire Water's interpretation of the Regulations and our procedure to help you to request environmental information. Further information on the Regulations (including what constitutes "environmental information") can be found on the Information Commissioner's website at www.informationcommissioner.gov.uk

The Regulations mean that Public Authorities have an ongoing obligation to provide environmental information to anyone who requests it. The person or organisation requesting such information does not have to give a reason for the request or indeed make any reference to the Regulations.

At Yorkshire Water we publish a wide range of information and data within the Environment section of both the [Yorkshire Water](#) and [Kelda](#) websites. This includes our Environmental Policy, Corporate Social Responsibility (CSR) report and Case Studies together with key environmental indicators and targets. Such information is reviewed and updated as appropriate.

How to request environmental information

Requests for environmental information may be made by contacting Yorkshire Water as detailed below. Providing that the information exists and there are no exceptions (see below) relating to disclosure of the information, a response will be provided within 20 working days.

It would assist us in responding if you could be as specific as possible in outlining the nature of the information you require. In the event that a request is too general, Yorkshire Water will ask you to provide more details.

Requests for environmental information may be submitted as follows:

- Use the online contact form at www.yorkshirewater.co.uk
- Call customer services on 0845 1 24 24 24
- Write to us at: Yorkshire Water
PO Box 52
Bradford
BD3 7YD
- Fax us on 01274 372 800

Timescale for Responding to Requests

Yorkshire Water will at all times endeavour to respond to requests within a timescale of 20 working days. However please note that we may extend this to 40 working days if the information requested is highly complex or voluminous. Should this be the case, we will notify you as soon as possible after receiving your request.

Charging Policy

Under the Regulations, Yorkshire Water can make a reasonable charge for providing environmental information. However, no charge will be made for the provision of information and publications already made available by Yorkshire Water (or Kelda), advising on the availability of information, for inspecting public registers, or examining information on Yorkshire Water premises.

Yorkshire Water will advise you on receipt of your request as to whether a fee will apply and the expected cost. Should you then wish to proceed with the request, the information will be provided within 20 working days following receipt of the payment.

A fee may be charged for the following:

1. Staff time involved in complying with the request e.g. determining whether the information is available, locating the information, compiling and preparing information.
2. Other costs incurred by the company in terms of printing, photocopying or scanning 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 – details will be provided on request
3. Postage or other delivery charges (where applicable)

Complaints

If you have made a request for environmental information and you don't think Yorkshire Water has dealt with your request in accordance with the Environmental Information Regulations, you have the right to make a complaint. In the first instance, complaints should be directed to Yorkshire Water (stating your reasons for the complaint) to:-

EIR Complaints
Environment Strategy Team
Yorkshire Water
Western House
Western Way, Halifax Road
Bradford
BD6 2LZ

Your complaint will then be investigated and a response issued back to you within 20 working days of receipt of your complaint.

If you are not satisfied with our response and wish to contest this further please contact the Information Commissioner's Office as follows:

Information Commissioner
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF

Telephone: 01625 545745

Email: mail@ico.gov.uk

Exceptions relating to the provision of environmental information

A request for environmental information may be refused if there is an exception to disclosure and the public interest in maintaining the exception outweighs the public interest in disclosing it.

We may refuse disclosure of the information to the extent that:

- We do not hold the information at the time the request is received
- The request is manifestly unreasonable
- The request is formulated in too general a manner and we have advised and provided assistance to this effect
- The request relates to information which is still in the course of completion
- The request involves the disclosure of internal communications

Or if disclosure would adversely affect:

- International relations or public safety
- The course of justice
- Intellectual property rights
- The confidentiality of the proceedings where such confidentiality is provided by law
- The confidentiality of commercial information where such confidentiality is provided by law to protect a legitimate economic interest
- The interests of the person providing the information whereby that person:
 - Was not under any obligation to provide the information
 - Has not consented to the disclosure of the information or
 - The protection of the environment to which the information relates"

In the event that Yorkshire Water refuses to disclose environmental information, the refusal to disclose the information will be made in writing and will specify the reasons why the information is not disclosed.