

Data Protection Office
Yorkshire Water Services Ltd
Halifax Road
Bradford
BD6 2SZ

19 November 2025

Reference Number: EIR

Dear

We refer to your request for information submitted to Yorkshire Water dated 22 October 2025 which is as follows.

1. *"A full list of chemicals, additives, and treatment products added to the water supplied to my property.*
2. *Copies of internal and external water quality test results, monitoring data, and reports for my local supply area.*
3. *Records of any contamination, exceedances of permitted levels, or breaches of water quality standards in my area over the past five years.*
4. *Details of any audits, investigations, or regulatory actions relating to sewage management or discharges in my locality.*
5. *Internal reports or communications assessing potential health or safety risks associated with the water supplied to my household."*

We have adopted the numbering in your letter and respond to each point below.

We understand that in your correspondence you referred to receiving the information under Subject Access request. We can confirm that the information you have requested has not been handled in line with the Subject Access Request process but instead the Environmental Information Regulation 2004 as the information you are seeking related to the environment opposed to your personal data. Under Environmental Information Regulations (EIR), a request can be

referred to a public domain source if the information is already reasonably accessible.

1. Chemicals, additives, and treatment products used in the water supplied to your property

Yorkshire Water, like all water suppliers in England and Wales, operates under a Water Supply Licence and is regulated by the Drinking Water Inspectorate (DWI). The use of chemicals and materials in the treatment of potable water is strictly regulated under Regulation 31 of the Water Supply (Water Quality) Regulations 2016, and all products must comply with the appropriate BS EN standards.

We use a range of treatment chemicals across our operating area, although not all products are used at every treatment works. The chemicals used include:

Product Name	Active Ingredient	BS EN Standard
Airopfos	Potassium Tripolyphosphate	1198:2005
Aluminium sulphate	Aluminium sulphate	878:2016
Ammonium Sulphate	Ammonium Sulphate	12123:2012
Carbon (PAC)	Activated Carbon	12903:2009
Ferric Sulphate	Ferric Sulphate	890:2012 (Grade E, Level 2, Type 2)
Hydrochloric acid	Hydrochloric acid	939:2016 Type 2
Kalic (Liquid Lime)	Calcium Hydroxide	12518:2014
Lime	Calcium Hydroxide	12518:2014 Class 1 Grade A Type 1
Microsand	Microsand	12904:2005
MIEX Resin	MIEX Resin	12873-3:2019
MIEX salt	Sodium Chloride	14805:2008
MSP	Monosodium phosphate	1198:2005
Phosphoric Acid	Phosphoric Acid	974:2003
Polymer	Polyacrylamide	1407:2008

Salt	Sodium Chloride	14805:2008
Sodium Bisulphite	Sodium Bisulphite	12120:2012
Sodium Hydroxide	Sodium Hydroxide	896:2012 Type 1
Sodium Hypochlorite	Sodium Hypochlorite	901:2013
Sulphuric Acid	Sulphuric Acid	899:2003

Different source waters (rivers, reservoirs, groundwater) require different treatment processes. All chemicals used must meet strict quality requirements and are subject to regulatory oversight.

In accordance with section 12(5) paragraph (a) of the EIR, a public authority may refuse to disclose information to the extent that its disclosure would adversely affect international relations, defence, national security or public safety. Whilst we understand that for the purposes of public interest it would be beneficial to obtain this information we also have to considered whether it would be in the wider public interest to disclose the information. When weighed against the potential risk to national security and public safety for our clean water infrastructure.

We have considered your request for specific chemicals used at the named clean water sites. This information is held; however we are refusing to disclose this, disclosure of specific chemicals and levels used at individual sites would increase the risk of interference, sabotage or malicious contamination. Clean water sites form part of the Critical National Infrastructure (CNI) and detailed operation information about chemical processes is treated as security sensitive. Releasing such information could allow for vulnerabilities to be identified in specific treatment processes, which chemicals are critical at this specific site, make sites a target for contamination or operational disruption and make readily available knowledge on chemical dependencies required to interfere or compromise water quality and our ability to continually supply water. These would pose a significant risk to national security and public safety.

We recognise the importance of transparency and accountability, and we have carefully considered whether the public interest in disclosure outweighs the potential harm. However, we believe that in this case, the public interest in

maintaining the exemption outweighs the public interest in disclosure. The potential risks associated with releasing the information are too significant to justify its disclosure, as such we will not be disclosing the information to you.

2. Water quality test results, monitoring data, and reports for your area

In absence of a timeframe we have provided the information for the last 3 years.

Water companies in the UK are responsible for testing the quality of drinking water, the datasets provided contains the results of samples taken to make sure they meet the standards set out by UK and European legislation. This data shows the location, date, and measured levels of determinands set out by the Drinking Water Inspectorate (DWI).

We would like to make you aware as part of this response that there is data made publicly available via the stream portal – <https://www.streamwaterdata.co.uk/>. To promote transparency our drinking water quality results will continue to be published on stream will cover a calendar year of samples:

- This dataset will be published monthly.
- Historical datasets have been published as far back as 2022 following the introduction of the Water Supply Regulations. <https://www.legislation.gov.uk/ukxi/2016/614/contents/made>
- The Determinands included in the dataset are as per the list that is required to be reported to the Drinking Water Inspectorate (DWI).

In addition to this, we provide a search tool on our websites where you can search for water quality in your area by postcode. The results of the search may identify the water supply zone that supplies the postcode searched. We have information readily available on our website at [Yorkshire Water – Drinking water standards](#). We have enclosed copies of these reports for your reference.

Some samples are tested on site and others are sent to scientific laboratories.

Below is a selection of links for additional reading, which provide a deeper understanding of these datasets against the regulatory requirements implemented by the DWI.

1. Drinking Water Inspectorate Standards and Regulations: <https://www.dwi.gov.uk/drinking-water-standards-and-regulations/>
2. LSOA (England and Wales) and Data Zone (Scotland): <https://www.nrscotland.gov.uk/files/geography/2011-census/geography-bckground-info-comparison-of-thresholds.pdf>
3. Description for LSOA boundaries by the ONS: [Census 2021 geographies - Office for National Statistics \(ons.gov.uk\)](https://www.ons.gov.uk/census/2021-geographies)
4. Postcode to LSOA lookup tables: [Postcode to 2021 Census Output Area to Lower Layer Super Output Area to Middle Layer Super Output Area to Local Authority District \(August 2023\) Lookup in the UK \(statistics.gov.uk\)](https://www.statistics.gov.uk/lookup-tables/postcode-to-lsua)
5. Legislation history: [Legislation - Drinking Water Inspectorate \(dwi.gov.uk\)](https://www.dwi.gov.uk/legislation)

In addition to this the DWI publish in their annual reports a summary of company performance with provide details on the parameters failed but not the test result, this is currently available for 2023 and 2024: <https://www.dwi.gov.uk/what-we-do/annual-report/drinking-water-2024/company-performance-data/>.

Please find enclosed the individual sample results conducted in Leeds LL CrossGreen 2019 WSZ, there reference is N_ZONE_37 in the further enclosures.

3. Records of contamination, exceedances of permitted levels, or breaches of water quality standards

In absence of a timeframe we have provided the information for the last 3 years.

Within the information we have provided you, we have further detailed the exceedances separately below.

It is important to note that accurate and consistent water sample results are crucial for monitoring water quality. However, the results of water quality samples can vary significantly due to variables. Understanding these variables is essential for interpreting data correctly and making informed decisions, factors include:

- Contamination of sample from internal customer fittings
- Sampling technique and handling errors
- Contamination by third party activity.

All exceedances are investigated by Yorkshire Water and this includes resampling. In some case further follow sampling is undertaken after making recommendations to a customer such as changes to their internal plumbing and fittings. Every exceedances is followed up and it is not always the case that one sample requires immediate remedial action by Yorkshire Water, this is because sometime the samples are affected by the variables detailed above. When resampled it is the case that these may be satisfactory and within the parameters as we have amended the sampling technique or recommended the changes to fixtures and fittings.

Exceedances:

Please be advises, samples on November 2019, August 2021, and May 2022 were all directly proven to be related to localised domestic arrangements.

Sample d date	SiteRefe rence	SiteName	Paramet erCode	Parameter Name	Res ult	Units
10/10/20 19	1802019	Leeds LL Cross Green 2019 WSZ	C001A	Total coliforms(Indic ator)	53	No/10 0ml
22/11/20 19	1802019	Leeds LL Cross Green 2019 WSZ	C001A	Total coliforms(Indic ator)	61	No/10 0ml
03/08/2 021	1802019	Leeds LL Cross Green 2019 WSZ	B007B	Lead (Against 10 µg/l)	11.5	ug/IP b
30/05/2 022	1802019	Leeds LL Cross Green 2019 WSZ	C001A	Total coliforms(Indic ator)	1	No/10 0ml
05/04/2 023	1802019	Leeds LL Cross Green 2019 WSZ	C001A	Total coliforms(Indic ator)	1	No/10 0ml

DWI assessment of all the detections that they were “Trivial” or “unlikely to recur”.

4. Audits, investigations, or regulatory actions relating to sewage management or discharges in your locality

We require further information to establish the information you require in relation to this specific question. From the information above we have provided the sample results details and highlighted any exceedances in the results.

To provide the information that you require to respond to this, we require the following clarification:

1. Please can you confirm the timeframe for the information you are requesting?
2. Can you confirm the geographical scope, highlighting this with addresses or landmarks of the area of sewer you are interested in?
3. Is there any particular event that has prompted your enquiry that we can focus on?
4. Can you confirm if there is a specific regulatory body you are interested in?
5. We have a live storm overflow map; it would be helpful if you could identify if the information you are requesting relates to on of these.

Once we receive your clarification, we will be able to proceed with this aspect of your request. We are unable to do so until we receive this clarification.

5. Internal reports or assessments of potential health or safety risks linked to your water supply

Water quality in England and Wales is governed by the Water Supply (Water Quality) Regulations 2016, which define the required sampling frequencies, parameters, and acceptable limits. There is also a wider legal requirement for all drinking water to be “wholesome.”

Compliance with regulatory standards is approximately 99.98%, and the vast majority of failures do not represent a health risk. Where any issue might pose a risk, we have a legal and moral obligation to notify customers immediately. Most

issues requiring a notice are due to third-party contamination, often within private domestic plumbing.

Yorkshire Water does not hold any internal Health & Safety Risk Assessments or internal communications evaluating potential health risks linked to the supply in your area. Therefore, under EIR Regulation 12(4)(a), this element of your request is refused because the information is not held. We note you asked this question on your last request and would like to confirm that our response remains consistent with our response to EIR 1130.

If there is a particular issue that you are having at your property, it would be helpful to provide further details to help us understand if we can escalate these concerns to other business areas to review in line with their processes on drinking water quality or operational management. We will continue to processes any request you may make for environmental information in parallel to this.

We trust that the provision of this data satisfies your request. In accordance with the Environmental Information Regulations 2004, if you are not satisfied with this reply to your request you can ask for an internal review. A request for an internal review must be submitted within 40 working days by contacting the Data Protection Team.

Thank you for contacting Yorkshire Water.

Yours sincerely,
Data Protection Team

Email: EIR@Yorkshirewater.co.uk