

From: EIR Compliance

To:

Subject: 20250721 - EIR - Data Supplied

Date: 21 July 2025 15:22:00

Reference Number: **EIR**

Dear

We refer to your request for information submitted to Yorkshire Water dated 23 June 2025:

- 1) The number of burst pipes reported, per year, to Yorkshire Water.*
- 2) The average length of time to fix a burst pipe from the first report.*
- 3) The longest length of time between a burst pipe being reported and being repaired for each year.*
- 4) The quantity of water, per year, lost from the system due to burst pipes. An estimate value is sufficient.*
- 5) The water consumption, per year, for residential customers of Yorkshire Water. An estimate value is sufficient."*

Included with this email are the responses to your questions.

Unlike many of our other areas, the Sheffield area has not experienced the same reduction in leakage and stands out from the regional trend.

This area faces significant challenges with leakage due to a naturally higher rate of rise, which leads to more frequent breakout leaks. The topography and pressure variations, combined with longer repair turnaround times, all contribute to poorer leakage performance here compared to other regions in Yorkshire.

The weather has a huge impact on leakage: pipes are prone to bursting during freezing Winter temperatures as well as in the hot, dry conditions of Summer. Considerable effort, expense, and time are dedicated to managing the persistent emergence of new leaks caused by these weather conditions. Despite these ongoing challenges, we have successfully reduced leakage. Yorkshire Water has achieved their leakage target set by OFWAT for the last 5 years, and have ambitious plans to reduce this even further.

- 1. Number of burst pipes report per year to Yorkshire Water**
- 2. The average length of time to fix a burst pipe from the first report**

Year	Reactive	Average length of time to fix burst	Proactive	Average length of time to fix burst
2020	2162	4.91	1153	9.41
2021	3685	4.72	3013	8.22
2022	3714	4.25	3327	9.10
2023	3148	4.86	3271	9.88

2024	3281	5.27	2962	12.08
2025	2335	5.25	2164	11.15

3. The longest length of time between a burst pipe being reported and being repaired for each year

Year	Longest MR
2020	45
2021	91
2022	95
2023	108
2024	96
2025	104

4. The quantity of water, per year, lost from the system due to burst pipes. An estimate value is sufficient.

For the purpose of EIR we must hold the information at the time we receive a request, we have established we do not hold information for the volume of water lost due to burst pipes for each leak we identify and repair due to the complexities in this

calculation. As such for the purpose of EIR we applied exemption 12(4)(a), a public authority may refuse to disclose information to the extent that it does not hold that information when an applicant's request is received.

We do hold information on the measure of reported leakage across the postcode area over the years you requested. This is leakage on the YW network and customer supplies.

MI/d	01/04/20	01/04/21	01/04/22	01/04/23	01/04/24	01/04/25
Sheffield City Council	44.165	41.316	44.315	42.960	43.961	42.071

5. The water consumption, per year, for residential customers of Yorkshire Water. An estimate value is sufficient.

We have been able to calculate the average consumption with the information held.

Unmeasured customers (those without a meter) do not usually have their consumption recorded. We have undertaken an incentivised trial in this area through the duration of the request to install Domestic Consumption Monitors (DCM) for approximately 1,000 households. These customers have installed a DCM to help us understand unmeasured consumption patterns.

Measured customer have in place a water meter and are billed based on the metered water used.

Calendar Yr	2020	2021	2022	2023	2024	2025
PCC UnMeas - l/h/d	148.9	138.1	133.1	135.2	134.4	137.1
PCC Metered- l/h/d	133.5	135.6	132.8	131.6	131.8	132.1

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