

**From:** EIR Compliance

**To:**

**Subject:** 20250703 – EIR – Data Supplied

**Date:** 03 July 2025 12:46:00

Reference Number: **EIR**

Dear

We refer to your request for information submitted to Yorkshire Water dated 10 June 2025:

*“Under the Freedom of Information Act 2000, I hereby request the following information for the 2024/25 and 2025/26 financial years (ending 31 March):*

*1. Sewage Discharges*

*Annual volumes (in cubic metres or litres) of sewage discharged from:*

- a) Untreated storm overflows*
- b) Wastewater treatment works*

*A breakdown by outlet type and region covered.*

*2. Drinking-water Quality*

*Percentage of drinking-water samples meeting required standards (e.g., for E. coli, nitrates, lead)*

*Number and details of any failures or breaches (including cause, location, and date).*

*3. Charges Breakdown*

*Please provide a detailed breakdown of average household bills for 2024/25 and 2025/26, covering:*

- a) Wholesale water supply*
- b) Wholesale sewerage*
- c) Retail services*
- d) Environmental/sustainability levies*
- e) Any other charge components*

*Explanation (with calculations) for the increase from £467 to £602 across this period.*

#### *4. Reasons for Doubling Charges*

*A detailed explanation as to why total household charges have nearly doubled between 2024/25 and 2025/26, referring to:*

*Ofwat's Final Determination for PR24*

*Investment programmes*

*Social tariffs*

*Inflation/penalties reversal*

*Any other contributing factors*

#### *5. Social Tariffs & Support*

*Please clarify how the increased "willingness to pay" donation (£6 → £24) and expanded WaterSupport fund are reflected in billing and investment planning.*

*Clarification/Interpretation Notes:*

*"Wholesale" refers to the costs paid by retailers to you.*

*"Retail" refers to services you provide directly to household customers.*

*"Investment programmes" includes all regulatory/environmental enhancement work."*

We acknowledged your request on the 11 June 2025 and you responded to your acknowledgement to provide further clarification of your request:

*"To clarify and support the efficient handling of my request, I would like to confirm that my request concerns environmental information, as defined in Regulation 2(1) of the EIR. Specifically, it relates to:*

*Sewage Releases (pollution and discharges affecting water and land);*

*Drinking-Water Quality (environmental health and public access to safe water);*

*Charges Breakdown for 2025–26 (decisions and policies affecting environmental services and public utility use).*

*To assist your response, please provide the information in the following formats if possible:*

*For sewage releases: tabular data with locations, dates, and duration or volume of releases;*

*For drinking-water quality: summaries of test results, exceedances of regulatory limits, and relevant sampling points;*

*For charges: a breakdown by category (supply, sewerage, environmental charges, standing charges, etc.), with any explanatory documents provided to Ofwat or other bodies.*

*Please provide the information electronically. If redactions or exclusions are necessary, kindly state:*

*The specific exception(s) relied on under the EIR (e.g., Regulation 12(5)(e) for commercial confidentiality),*

*The reasoning behind applying the exception,*

*A public interest test outcome, as required by Regulation 12(1)(b)."*

Please find attached the data which you have requested.

## **1. Sewer discharges**

All of our storm overflow are monitored to help us gain a better understanding of our network and any impact the overflows might be having on the environment. This information is fed into our near real-time map so people can view the current status of each individual overflow and the last time is discharged to the watercourse. This information is recorded in calendar year and is readily available in the public domain on our website via:

- Our 2024 data is available in the public domain via our webpage titled [Individual stop start events 2024](#)
- Our 2025 data is being published in the public domain one month in arrears via our webpage titled [Individual stop start events 2025 year to date](#)

With regards to the volume, we do not record the volume. 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.

## **2. Drinking water quality**

To understand the drinking water quality in your supply zone you can access information about water quality via <https://www.yorkshirewater.com/your-water/water-hardness/> if you enter your postcode this will offer you the option to download a Water Supply Zone Water Quality Report (WSZ WQ)

## **3. Charges**

We do not publish the average bill in its component parts within our Charges documentation. 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.

Information is available via:

- Discover Water do publish the company average bills by water (including Retail), wastewater (including Retail) on their website and combined (including Retail) - <https://www.discoverwater.co.uk/annual-bill>
- Within our charges document we do publish the WaterSure average bill for water (including retail) and wastewater (including retail) before we apply a discount, this is split by York and Yorkshire so this won't tie to the company average that Discover Water publish.  
[https://www.yorkshirewater.com/media/buwfot3x/46730\\_yw\\_charges-scheme-book\\_25-26\\_aw-1.pdf](https://www.yorkshirewater.com/media/buwfot3x/46730_yw_charges-scheme-book_25-26_aw-1.pdf)

We do publish our tariffs which are split by standing and volumetric charges (split between Highway drainage and Foul), they are in our Charges document and we also state in our Board Assurance Document how we comply with Ofwat's Charging guidance:

- [https://www.yorkshirewater.com/media/fykjeqos/46730\\_yw\\_services-limited-charges-scheme-board-assurance-statement\\_2025-2026\\_digi\\_aw-1.pdf](https://www.yorkshirewater.com/media/fykjeqos/46730_yw_services-limited-charges-scheme-board-assurance-statement_2025-2026_digi_aw-1.pdf)
- [https://www.yorkshirewater.com/media/buwfot3x/46730\\_yw\\_charges-scheme-book\\_25-26\\_aw-1.pdf](https://www.yorkshirewater.com/media/buwfot3x/46730_yw_charges-scheme-book_25-26_aw-1.pdf)

#### **4. Reason for doubling charges**

We have published on our website within our Board Assurance Statement (page 7), in alignment with Ofwat's publication of Charges guidance the movement between the £467 to £602, this shows the movements due to specific categories:  
[https://www.yorkshirewater.com/media/fykjeqos/46730\\_yw\\_services-limited-charges-scheme-board-assurance-statement\\_2025-2026\\_digi\\_aw-1.pdf](https://www.yorkshirewater.com/media/fykjeqos/46730_yw_services-limited-charges-scheme-board-assurance-statement_2025-2026_digi_aw-1.pdf)

We also have further information available on our website via:

<https://www.yorkshirewater.com/bill-account/why-is-my-bill-going-up/>

#### **5. Social Tariff and Support**

- We plan to utilise the maximum customer 'willingness to pay' included in bills, the company is also investing £2.5m.
- This raised revenue is invested in funding the social tariff.
- This provides bill support to over 125,000 low-income households this year.

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](mailto:EIR@Yorkshirewater.co.uk)