

From: EIR Compliance

To:

Subject: 20250923 - EIR - Request refused

Date: 23 September 2025 09:10:00

EIR reference: EIR

Dear

We acknowledged your request for information on the 27 August 2025, recording this as EIR:

"If you refuse to confirm whether there was an issue with the water, I will be doing a FOI request to get the info."

We requested clarification on the information that you may wish to seek on the 28 August 2025 and have not at this time received clarification on the information you seek in response to your request.

We can advise that there is publicly available information on water quality via our website: <https://www.yorkshirewater.com/your-water/water-hardness/>

We are at this time refusing your request for information following Regulation 12(4)(c) of the Environmental Information Regulations (EIR) 2004, within the scope of which your request has been considered. We welcome you to submit a new request which includes the clarification above. This would be treated as a new EIR request.

In accordance with the EIR 2004, if you are not satisfied with the 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.

If you are not satisfied with the outcome of the internal review you have the right of appeal to the Information Commissioner who can be contacted at:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Tel: 0303 123 1113

Web: <http://www.ico.org.uk>

Thank you for contacting Yorkshire Water.

Yours sincerely,

Data Protection Team

Email: EIR@Yorkshirewater.co.uk