

From: EIR Compliance

To:

Subject: 20250820 - EIR - Out of Scope

Date: 20 August 2025 10:33:11

Reference Number: EIR

Dear

The Yorkshire Water Services Ltd Data Protection Team acknowledges your request on 18th August 2025 for information regarding:

- "1. Number of complaints per 10,000 connections*
- 2. Results of annual/periodic customer satisfaction surveys*
- 3. Total compensation paid to customers (£) for service failures"*

We have reviewed your request under the Environmental Information Regulations 2004. Following the definition of environmental information given within the regulations, your request for information does not fall within the scope of this legislation. We will consequently not be providing you with the information you have requested.

For your information, the definition of environmental information we have used, given as Regulation 2(1), is reproduced below:

1. The state of the elements of the environment, such as air and atmosphere, water, soil, land, landscape and natural sites including wetlands, coastal and marine areas, biological diversity and its components, including genetically modified organisms, and the interaction among these elements;
2. Factors, such as substances, energy, noise, radiation or waste, including radioactive waste, emissions, discharges and other releases into the

environment, affecting or likely to affect the elements of the environment referred to in (a);

3. Measures (including administrative measures), such as policies, legislation, plans, programmes, environmental agreements, and activities affecting or likely to affect the elements and factors referred to in (a) and (b) as well as measures or activities designed to protect those elements;
4. Reports on the implementation of environmental legislation;
5. Cost-benefit and other economic analyses and assumptions used within the framework of the measures and activities referred to in (c); and
6. The state of human health and safety, including the contamination of the food chain, where relevant, conditions of human life, cultural sites and built structures inasmuch as they are or may be affected by the state of the elements of the environment referred to in (a) or, through those elements, by any of the matters referred to in (b) and (c).

In accordance with the Environmental Information Regulations 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.

Should you have any queries regarding your request, please feel free to contact us quoting reference EIR.

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