

From: EIR Compliance

To:

Subject: 20251020 – EIR – Request Refused

Date: 20 October 2025 09:59:00

EIR reference: EIR

Dear

We acknowledged your request for information on the 22 September 2025 for information regarding:

"I would like to submit an EIR request to access the following information please:

- *How many reports of shared household drain flooding did you receive in 2024 and in 2025 year to date*
- o *How many shared household drains flooded in 2024 and in 2025 year to date*
- o *How many flooded shared household drains did you clear in 2024 and in 2025 year to date*
- *How many shared household drains flooded more than once in 2024 and in 2025 year to date*

Please break down data via:

- *Region*
- *City*
- *Town*
- *Street (where possible)*

Time period for data relating to the request: 2024 and 2025 year to date"

We wrote to you on the 24 September 2025 to request clarification:

"We are current unable to respond to your request as we required additional clarification as to what information you would like to receive. Please can you clarify the following points:

Advice and assistance: *we do not hold data that specifically identifies 'shared' household drainage incidents, at Yorkshire Water we categories incidents against legal status: Public, S24, T2011, S104. Our records then hold data related to whether an incident is internal (to properties) or external (to properties and non-curtilage such as highways). The data we hold is classified as 'Escape Reports Incidents' and as such we do not record customer contacts. We have previously via our EIR disclosure log provided information on internal and external flooding, please see the example here: <https://www.yorkshirewater.com/environment/environmental-information-regulations/eir-disclosure-log/> and refer to our response for PEIR 32 for an example of the information available.*

With the above points in mind, could we please ask you to review the original EIR request that was submitted to us to understand in line with the data we hold whether you would like to refine any of your request.

If the data you seek is specifically for 'shared' assets we can advise you that we do not hold this data but are keen to understand if any of the above information we do hold may be of relevance to you for your request.

On the 24 September 2025 you advised:

"Thank you for coming back to us to clarify how you hold the data so that we can amend our request accordingly.

Are you able to advise what legal status covers incidents caused by drain flooding: would that be Public, S24, T2011 or S104?

I understand we will then need to request data in relation to 'internal incidents' (individual properties) rather than data in relation to 'shared household drains',

as we are seeking information in regard to household properties rather than highways.

Can you please let me know if I have understood this correctly so we are able to reissue the EIR?"

On the 25 September 2025 we confirmed:

"We have spoken with the business and can confirm in response to your question, the legal status for YW related escape incidents can include Public, S24 and T2011 drains, sewers, assets, and some S104 sewers that have been adopted, not all YW sewer related incidents are reportable under Ofwat Guidance."

We have had no further response to the clarification or a resubmission of your EIR questions. 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 clarifications 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