

From: EIR Compliance

To:

Subject: 20250714 – EIR – Data Supplied

Date: 14 July 2025 16:53:00

Reference Number: **EIR**

Dear

We refer to your request for information submitted to Yorkshire Water dated 16 July 2025:

“request relating to water issues in the village of Oughtibridge in Sheffield S35.

- 1. No. of water leaks/incidents reported in the village over the last 12 months and length of time took to resolve from initial report to resolution.*
- 2. The root causes of the water leaks and remedial work undertaken.*
- 3. How many of the leaks were attended to as emergency rather than planned work pending council approval to repair. etc.*
- 4. How many properties were affected by each leak/repair and the severity i.e. loss of water supply or low pressure/discoloration of water etc.*
- 5. Quantity of water loss for each issue/repair (this may be an estimate).*
- 6. Any planned improvements as a result of recent incidents.”*

Included with this email are our responses to your questions:

- 1. No. of water leaks/incidents reported in the village over the last 12 months and length of time took to resolve from initial report to resolution.**

We have had 21 jobs in the area, which comprise:

- Communication pipe repairs or renewal (YW owned pipework)
- Mains repairs

We have excluded from this information any jobs raised in relation to the supply pipe repair or renewal for customer owned pipework or meters.

The average cycle time (from report to repair) is 19.36 days, the attendance for the jobs above ranged from same day to within 14 days for our attendance. Our priority system is based on the incoming contact and how severe the reported problem is. Factors considered in the scheduling of these jobs are Health and Safety risks, leakage volume, and priority against the overall workload.

2. The root causes of the water leaks and remedial work undertaken.

The root causes are often difficult to identify as any number of variables can cause a leak to occur on the network. The most common are associated to asset failure, in which a main or pipe has become weakened over time due to its service life or events such as heavy traffic flow causing ground movement. The other is in the event of a large fluctuation in pressure caused by large scale usage on the water network or a surge in pump pressure.

The remedial work has been a series of repairs or replacements as required by each situation. This is decided by asset condition and feasibility with regards to timescale.

3. How many of the leaks were attended to as emergency rather than planned work pending council approval to repair. etc.

12 of the jobs were attended as an emergency, the subsequent promotion of repair work however is variable as there are often occasions, we attend a burst reported as an emergency and it is subsequently investigated and deemed to be not to be, based on the aforementioned factors of Health and Safety and leakage volume. Work categorised as non-emergency then follow the local authority work permit procedure.

4. How many properties were affected by each leak/repair and the severity i.e. loss of water supply or low pressure/discoloration of water etc.

The water supply was interrupted on two occasions in the period:

Interruption 1 (loss of supply): 86 properties for <3 hours to repair a water main burst – as per the OFWAT service level agreement.

Interruption 2 (loss of supply): 1346 properties for < 3 hours – as per the OFWAT service level agreement to repair a water main fitting leak (ferrule) – This mains isolation and repair occurred at 11pm to reduce disruption to customer supplies. This job was extremely complex and needed significant planning due to the scale of impact. This job dramatically affected the overall average cycle time of the other completed works.

5. Quantity of water loss for each issue/repair (this may be an estimate).

For the purpose of EIR we must hold the information at the time we receive a request, we have established we do not hold this information. 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.

6. Any planned improvements as a result of recent incidents.

There are planned improvements to the DMA containing the village, but they are yet to be scoped and will likely come towards the middle to end of AMP8.

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