

From: EIR Compliance

To:

Subject: 20260721 – EIR – Data Supplied

Date: 21 July 2026 14:37:00

Reference Number: **EIR**

Dear

I refer to your request for information submitted to Yorkshire Water dated 23 June for information regarding:

“Please provide me with detailed reports of all and any interruptions to the supply of water to your customers, between 25 May and 28 May 2026, inclusive.

This should include detailed information about the interruption, including but not limited to: the street and postcode of properties/property affected, number of properties affected, length of the interruption by time/days, cause of the interruption, if customers were compensated under the GSS scheme; and include any other data you hold regarding the interruption or related works.”

We wrote to you on the 25 June to ask for clarification for the area you would like us to provide the information for. You confirmed on the 26 June that the area is West Yorkshire.

Please find attached the data which you have requested.

In response to your EIR request for detailed information about the interruption, we have considered whether the requested information can be disclosed. We are satisfied that disclosure of the full level of detail requested, including information relating to specific properties and GSS compensation, could enable the identification of individual customers and would therefore constitute personal data. As such, this information is exempt from disclosure under Regulations 12(3) and 13 of the Environmental Information Regulations 2004. To assist with your request, we have provided the first part of the postcode and the nature of the incident, together with summary information where possible, while withholding information that could identify affected individuals.

Incident Name	Date of Incident	Category	Duration Band (hrs)	Customer Minutes Lost (CML) Estimate	Number of Properties > 12hrs	Final Customer Seconds Lost (CSL)	Final Review Category	Comments
WF10	26/05/2026	Unplanned	=>12	1.411	No data held	No data held	No data held	Burst Water main
BD12	28/05/2026	Unplanned	=>12	0.0067	19	0.407	Unplanned	Burst water main, 10Hr delay due to damaged cable. Duration 14.92 hrs
LS16	28/06/2026	Unplanned	=>12	0.011	19	0.7	Unplanned	Burst water main

Please note for the investigation is still ongoing for the incident in WF10, therefore there is some information we are unable to provide as we do not hold any of the requested data. As such for the purposes of paragraph 12(4) a public authority may refuse to disclose information to the extent that (a) it does not hold that information when an applicant's request is received.

I 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