

From: EIR Compliance

To:

Subject: 20260610 – EIR – Data supplied

Date: 10 June 2026 17:04:00

Reference Number: EIR

We refer to your request for information submitted to Yorkshire Water dated 13 May 2026:

"I am investigating how effective the surface water drainage rebate is for stimulating water company consumers to reduce surface water run-off from their properties. For the avoidance of doubt, the information I am requesting under the Environmental Information Regulations 2004 is purely focussed on the impact of the surface water drainage rebate as an environmental objective.

I would like to request the following information:

- 1. The rationale behind the rebate amount you offer.*
- 2. The number of households and businesses utilising the surface water drainage rebate, both in raw numbers and as a percentage of total customers.*
- 3. The number and percentage of households and businesses utilising the surface water drainage rebate within each local authority within your water area and, if possible, by parliamentary constituency.*
- 4. The company's estimation of how much surface water run-off is prevented from entering the sewerage system across their network because of the surface water drainage rebate."*

Included with this email are the response to your questions:

1. The rationale behind the rebate amount you offer.

YW Charges Scheme ([link](#)), page 24 section 6 states: Where the customer can demonstrate to Yorkshire Water's satisfaction that there is no direct or indirect surface water or groundwater drainage to a public sewer, a refund of the charge will be due. Any rebate will be up to a maximum of six years, or from the occupation date if the customer has lived at the property for less than six years.

Surface water drainage charges - Information available on the website explaining what surface water is, if a customer can apply for a rebate, how to apply, and from what date any rebate would be applied. It's worth noting that whilst not stated online, we do manage SWD queries by telephone also, and this would include a site visit to confirm the connection status.

If the property has any connection at all to a sewer for surface water drainage, the customer is not eligible for a Surface Water Drainage rebate. There are no reductions for part-connections.

We cancel the surface water charge for any new applications up to a maximum of six previous financial years or from the date the customer became responsible for the bill, whichever is later. No rebates will be given any further back than this. SWD rebates are also applied when confirmation has been received that a sewer being adopted via a Section 104 Agreement has not yet been completed, but the property has received SWD charges. These are also included in the volumes applied.

- 2. The number of households and businesses utilising the surface water drainage rebate, both in raw numbers and as a percentage of total customers.**
- 3. The number and percentage of households and businesses utilising the surface water drainage rebate within each local authority within your water area and, if possible, by parliamentary constituency.**

Household:

- Total HH customers connected for waste water services – 2,287,327
- Total HH customers connected for waste water with no surface water drainage connection – 85,966
- % of HH customers connected for waste water with no charge for surface water drainage – 3.76%

Non-Household (NHH)

- Total NHH customers connected for waste water services – 119,296
- Total NHH customers connected for waste water with no surface water drainage connection – 7,104
- % of NHH customers connected for waste water with no charge for surface water drainage – 5.95%

We don't hold geo-location data by local authority or constituency.

- 4. The company's estimation of how much surface water run-off is prevented from entering the sewerage system across their network because of the surface water drainage rebate."**

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.

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