Reference Number: EIR

Dear

We refer to your email dated the 1 October 2025 in relation to the information provided to you in our response to EIR.

We logged your internal review reference as EIR for this case.

Original request EIR:

We received your request for information on 6 August 2025 and recorded this as EIR:

"Specifically, I am seeking information regarding:

- 1. **Total annual revenue** received from customers over the past five financial years.
 - 2. Breakdown of annual expenditure for the same period, including:
 - Investment in infrastructure (e.g., pipe replacement, sewage treatment upgrades, leak prevention)
 - Executive pay and bonuses
 - Shareholder dividends
 - Marketing and PR
 - Fines or penalties paid for environmental breaches or water quality issues
 - 3. Details of **any planned or completed infrastructure projects** aimed at improving water quality and reducing pollution or leakage.
 - 4. The percentage of water lost to leaks annually over the past five years.
 - 5. Any internal or external audits or reports evaluating the effectiveness of investment in infrastructure and water treatment systems.
 - Steps your company has taken to ensure water quality standards are being met, and actions taken when they are not."

Our response to EIR:

We responded on the 30 September 2025 to EIR:

"Included with this email are our response to your questions.

1. Question 1 response

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.

- (a) 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;
- (b) 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);
- (c) 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;
- (d) Reports on the implementation of environmental legislation;
- (e) Cost-benefit and other economic analyses and assumptions used within the framework of the measures and activities referred to in (c); and
- (f) 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).

Whilst we have not consider this element of your request under the EIR as detailed above, we can advise you that there is information readily available in the public domain via:

- <u>Document library Kelda Group</u>
- Yorkshire Water Reports

 YORKSHIRE WATER SERVICES LIMITED overview - Find and update company information - GOV.UK

2. Question 2 response

Investment in infrastructure:

In response to your request for infrastructure. The Yorkshire Water Services
Limited Annual Report and Financial Statements which are publicly available and
provide information on our infrastructure asset expenditure. You can find the
2024 report on our website at <u>Yorkshire Water, Annual Report and Financial</u>
<u>Statements 2024, published July 2024</u>, the accounts which is note 11 start on page
228.

Published on our website under <u>Yorkshire Water - Reports</u> are the reports for the previous 5 years.

Fines and prosecutions:

Please refer to the publicly available information:

- Environment Agency (EA) prosecutions: <u>Environment Agency Prosecutions</u>
 <u>- data.gov.uk</u>
- Drinking Water Inspectorate (DWI) prosecutions and caution records:
 https://www.dwi.gov.uk/press-media/prosecution-and-caution-record/
- Ofwat enforcement power details: https://www.ofwat.gov.uk/regulated-companies/investigations/closed-cases/enforcement-cases/ and https://www.ofwat.gov.uk/yorkshire-water-to-pay-40m-enforcement-package-following-ofwat-wastewater-investigation/

Reviewing your remaining questions, 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.

(a) 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;

- (b) 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);
- (c) 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;
- (d) Reports on the implementation of environmental legislation;
- (e) Cost-benefit and other economic analyses and assumptions used within the framework of the measures and activities referred to in (c); and
- (f) 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).

Whilst we have not consider this element of your request under the EIR as detailed above, we can advise you please note, in accounting terms dividends is not always an external payment to our shareholders. For example, we haven't paid dividends to our external shareholders since 2016/17 financial year. However, during this time we have made payments to our holding company to cover operating costs and financing service costs, which is recorded in our accounts as dividends. This money hasn't left the group and is covering the costs of money raised to fund the investments that we make.

3. Question 3 response

Please see information readily available in the public domain via our website: https://www.yorkshirewater.com/media/3tufdfbq/yky25_introduction-to-enhancement-cases-public.pdf

4. Question 4 response

Please see below for the % of water into supply each year that has been classed as Leakage.

|--|

20- 21	289.8	22.57%
21- 22	283.1	22.33%
22- 23	282.8	22.43%
23- 24	260	20.64%
24- 25	260.2	20.42%

Question 5 response

On the 22 August 2025, we requested the following 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 point:

"Any internal or external audits or reports evaluating the effectiveness of investment in infrastructure and water treatment systems."

- Scope of Infrastructure: Are you seeking information on all types of infrastructure, or only those directly related to certain infrastructure, for example pipelines, treatment facilities?
- Time Frame: Do you have a specific period in mind for which you require these reports or audits?
- Geographical Focus: Is your request limited to a particular site or region?
- Type of Report. Are you interested in formal audits, annual reviews, independent third-party evaluations, or all available forms of assessment?

You responded on the 22 August 2025 and confirmed:

"By "internal or external audits or reports evaluating the effectiveness of investment in infrastructure and water treatment systems," I mean any documents, reviews, or assessments (whether carried out internally by your company, by regulators such as Ofwat or the Environment Agency, or by independent auditors/consultants) that:

Assess whether money spent on infrastructure or water treatment has achieved its intended outcomes, and/or

Evaluate the adequacy or effectiveness of investment in maintaining or improving infrastructure and water quality.

This would include but is not limited to:

Internal reviews presented to management or the board,

Reports submitted to Ofwat, DEFRA, or the Environment Agency,

Independent audits or commissioned consultancy reports relating to infrastructure investment or water quality improvements.

If such documents exist in multiple formats or for different years, I am happy to receive the most recent versions or a list of available reports to narrow down further.

Thank you for your clarification.

Information on our infrastructure investments and water quality improvements are readily available via the reporting links in response to the earlier questions. In addition to this this information forms part of our PR24:

https://www.yorkshirewater.com/media/3tjnwuih/yky01_pr24-business-plan.pdf and https://www.ofwat.gov.uk/wp-content/uploads/2024/12/Overview-of-Yorkshire-Waters-PR24-final-determination.pdf

Regulation 12(4)(e) provides that a public authority may refuse to disclose information to the extent that the request involves the disclosure of internal communications. Internal documents are considered internal communications as they are generated for the purpose of facilitating internal review, discussion, and decision-making within the organisation, in this case Yorkshire Water. In applying this exemption, we are required to consider the public interest in maintaining the exception against the public interest in disclosure. We recognise that there is a public interest in transparency, accountability and openness, particularly in relation to information concerning the performance and governance of Yorkshire Water. However, there is also a strong public interest in allowing us the space to carry out internal deliberations effectively. Disclosure of internal documents would impact views necessary for good decision-making, potentially prejudicing the quality of future audits and the effectiveness of internal controls. After careful consideration, we have concluded that, in this instance, the public interest in maintaining the exemption outweighs the public

interest in disclosure. As such, we are withholding the internal audit documents you have requested under Regulation 12(4)(e) of the EIR.

In regards to external audits after consulting with the business we can confirm we do not hold this 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.

6. Question 6 response

Yorkshire Water's drinking water compliance is regulated by the Drinking Water Inspectorate (DWI), which is a branch of the Government's Department for Environment, Food and Rural Affairs (DEFRA). Yorkshire Water must comply with legislation given under the Water Supply (Water Quality) Regulations 2016. These regulations define the water quality standards that water companies in England must adhere to and the DWI assesses and regulates instances where these standards may not be met. Details pertaining to this legislation and other relevant information are freely accessible on the DWI website: www.dwi.gov.uk."

Our response to your internal review EIR:

You contacted us on the 1 October 2025 to request an internal review of our response to EIR:

"While I appreciate the information and links you have provided, several parts of my request have not been adequately addressed:

- 1. Executive pay and bonuses No breakdown has been provided of wages, bonuses, or incentive payments for senior executives. As financial allocations directly affect investment in infrastructure and environmental protection, this falls within the scope of Regulation 2(1)(c) and (e).
- 2. Marketing and PR expenditure No figures were provided, despite this being specifically requested. This is relevant because resources directed to PR rather than infrastructure or water quality have a clear environmental consequence.
- 3. Breakdown of annual expenditure The response referred only to general published reports. I asked for a clear breakdown of spending, including investment in infrastructure, dividends, executive pay, fines, and PR. This has not been presented in a way that allows transparency or comparison over the past five years.
- 4. Audits and reports You have withheld audit information under Regulation 12(4)(e). While I acknowledge the need for internal space for decision-making,

there is a strong public interest in accountability around how customer money is used. At minimum, a summary of findings should be disclosed.

5. Leakage figures – While raw leakage figures were provided, no context has been given. It is not possible to see whether performance is improving, how these figures compare nationally, or what measures are being taken to reduce leakage. This context is essential to properly evaluate environmental performance.

6. Enforcement action and fines – No details of financial penalties, enforcement actions, or regulatory breaches were included. This is vital to understanding both environmental performance and how resources are allocated in response to failures.

Under the Environmental Information Regulations 2004, Yorkshire Water is legally obliged to provide requested information unless a valid exemption applies and the public interest test outweighs disclosure. The exemptions you have relied on do not adequately justify withholding key categories of information requested.

I therefore ask that my request be reviewed, and that you provide:

Figures for executive pay and bonuses for the past five years.

Marketing/PR expenditure over the same period.

A clear breakdown of annual expenditure in the requested categories.

Reconsideration of the public interest test applied to internal audits, with at least a summary disclosed.

Context for leakage figures, including comparisons and action plans.

Details of enforcement fines, penalties, and corrective actions taken."

Our internal review concluded that some of the original responses we provided and the exemptions we applied were incorrect, please accept our apologies for this.

We understand your interest in the financial operations of Yorkshire Water. To provide you advice and assistance Yorkshire Water along with the water industry, are required to submit our business plans and price reviews to Ofwat. These are 5 year business plans, we are currently in PR24 which covers the period 2025-2030.

When the plans are submitted these are scrutinised by Ofwat to understand: cost effectiveness, ambition, environmental outcomes and customer affordability. We are required to demonstrate how the proposals deliver value for money. As part of

this process we are required to evidence customer engagement during the development of the proposals and there is an independent group of customer and stakeholder representatives, The Yorkshire Forum for Water Customers ('the Forum'), whose role is to support Yorkshire water manage the business and best interests of customers.

In addition to this, we publish an Annual Performance Report (APR) and Annual Performance and Financial Statements (ARFS) each year, as required in line with legislation and the licence requirements. The Water Industry Act 1991 provides powers to Ofwat to protect customers, provide good service and ensure companies remain financially healthy. Our water company licence requires us to follow the Regulatory Accounting Guidelines (RAG), these determine the information we must make available for financial reporting. These reports are designed to report progress against key measures and explain how money is being spent, by breaking down costs, revenues, investments and show how we use revenue collected from customers to improve service and the environment. The aim of the reporting is to provide transparency and build trust, data is published in a consistent standard format across all companies so the public and stakeholders can easily compare across the industry.

The aim of the process and publications is to ensure that we are transparent and openly demonstrating how we are delivering our business plan for customers and the environment.

The information in relation to these reports is readily available and accessible on our website for the last 5 years here: https://www.yorkshirewater.com/about-us/reports/

Please find below our updated response:

Total annual revenue received from customers over the past 5 years

Please accept our sincere apologies this information was not provided, as part of our previous response, we can see that you did not raise this at internal review stage but we understand that the out of scope exemption applied to this question in our original response was incorrect. Within the attached Annual Performance Reports (APR), table 2A provides a summary of the revenue and Table 2I provides the revenue analysis for the 12 month period.

Please find below our updated response to your specific request for your internal review:

1. Breakdown of annual expenditure for the same period, including:

- Investment in infrastructure (e.g., pipe replacement, sewage treatment upgrades, leak prevention)
- Executive pay and bonuses
- Shareholder dividends
- Marketing and PR
- Fines or penalties paid for environmental breaches or water quality issues

Infrastructure investment

In our original response, we provided you with details recorded in our Annual Reports and Financial Statements, we would like to apologise that we did not also specifically reference our Annual Performance Report (APR) at the time, this details each year the money spent by investment category and is available in the tables, we have attached these documents for your ease of reference.

These documents cover the investment in infrastructure, for example:

- Table 4D: provides expenditure for water resource and water networks
- Table 4E: provides expenditure for wastewater networks and bioresources
- Table 4J: provides a further split of base capital expenditure between infra and non infra for water resources and waster networks
- Table 4K: provides a further split of base capital expenditure between infra and non infra for wastewater network and bioresources
- Table 6D: leakage activities, split by managing and maintaining

Executive pay and bonus:

We do not consider that general information related to executive pay or bonus falls under the scope of EIR, as previously advised. To provide advice and assistance we are required to publish information on payments for the non-executive directors and the Chief Executive Officer and Chief Financial Officer, as these individuals are Statutory Directors, under Regulatory Accounting Guidance (RAG) and we have provided a response to this question outside of EIR.

Please see the attached "EIR executive pay and EIR non-executive directors".

Please be advised that all of the above information is readily available within the public domain via our Annual Reports and Financial Statements (ARFS). The links that we provided in our original response to EIR 1038 provided you access to these.

In addition to this, if we did consider that this was within the scope of EIR we would have withheld this information under Environmental Information Regulations (EIR)

2004. Under Regulation 12(3), this refusal would be based on the grounds that the requested information constitutes personal data relating to an individual other than the applicant. Protecting the privacy and personal data of individuals is a fundamental principle, and as such, the provision of this information would contravene the data protection principles set out in Regulation 13. Regulation 13 stipulates that personal data shall not be disclosed if the release of such information would contravene any of the data protection principles in the UK GDPR or the Data Protection Act 2018. While we strive to provide as much information as possible in response to environmental information requests, we must also balance this with our obligation to protect personal data. Therefore, specific details relating to pay would have been withheld.

Shareholder dividends

We do not consider that general information related to dividends falls under the scope of environmental information. To provide advice and assistance, we are required to publish information in relation to dividends under Regulatory Accounting Guidance (RAG) Within the Annual Performance Report and Financial Statement (ARFS) we publish this information. We have provided a response to this outside of EIR, please see attachments "EIR – dividend"

Please note, in accounting terms dividends is not always an external payment to our shareholders. For example, we haven't paid dividends to our external shareholders since the 2016/17 financial year. However, during this time we have made payments internally within the Kelda group to cover operating costs and financing service costs, which is recorded in individual company accounts as dividends. This money hasn't left the group and is covering the costs of money raised to fund the investments that we make.

Marketing and PR

Reviewing our response to EIR, we have partially overturned the exemption of out of scope. Generally we do not consider that marketing and PR costs are environmental information and are upholding that decision for the majority of our previous response. We have overturned the decision where this relates to a measure or activity affecting the environment. We have identified below, when spend relates directly to an environmental issue and provide this.

We conduct advertisement campaigns in areas where there is a need to communicate with customers to raise awareness and drive behavioural change. These include:

- Promoting our Priority Services Register
- Promoting financial support schemes
- Promoting campaigns to reduce blockages
- Promoting the value of water and water saving, linked to our performance commitment to reduce Per Capita Consumption.
- Seasonal campaigns linked to winter messages around protecting pipes from leaks
- Reservoir safety advice for customers

Over the course of the past 5 years we have spent just over £4.3 million on advertising, with major cost being caused by incidents which prompted the company to communicate at scale and depth within our operating region. This includes during the covid pandemic and drought (with Temporary Use Ban introduced) in 2022–23, with both events costing the company around £1million in advertising costs.

Most planned advertising campaigns cost substantially less, however in the final years of AMP7 we have spent approximately £1million on advertising to reduce blockages on our network. Blockages can be caused by customers flushing items such as wet wipes into the network and therefore advertising campaigns can help reduce blockages and prevent issues on our network.

It is important that we engage with our customers on these topics, and advertisements are an important part of awareness campaigns. In Asset Management Period 8 we have a target to reduce household water use by 2%, and we will support this through behaviour change campaigns and promoting the use of water meters.

Audits and reports

Please accept our apologies for the application of 12(4)(a) not data held for external audits, that information was incorrect. At the top of our response, we detailed the requirements we have to submit business plans and financial information as part of:

- Price Reviews for the business planning with Ofwat
- Regulatory submission of the Annual Performance Report (APR) and Annual Report and Financial Statements (ARFS)

In preparation of this documentation, this information is assessed by external independent third party auditors, prior to the submission. This demonstrates accountability and transparency through the submission to process to review

expenditure against regulatory allowance, ensuring the information we are reporting is accurate. We have provided this information to you, in response to your other questions.

The independent auditors reports for this, is contained within our publications completed by Atkins/Deloitte.

Further details of our regulatory assurance programme are available: https://www.yorkshirewater.com/media/3pwj3vtv/regulatory-reporting-assurance-plan.pdf.

Regulation 12(4)(e) provides that a public authority may refuse to disclose information to the extent that the request involves the disclosure of internal communications. The internal audit team provide independent assurance on governance, risk management and controls around the processes. This provision is designed to protect the integrity of internal discussion and decision making within Yorkshire Water. Internal documents, such as those produced by the internal audit team, are considered internal communications for the purposes of Regulation 12(4)(e).

These documents are created to facilitate internal review, discussion, and informed decision-making. Internal audit work completed by our internal audit team is solely for internal use by the organisation. The findings and reports from internal audit reviews are confidential and shared only with management, the Audit and Risk Committee, or the Board on a need to know basis. This approach is consistent with stand practice, the 2024 Global Internal Audit Standards, which is published by the Institute of Internal Auditors (IIA) reinforce the principle that internal audit findings and reports should remain confidential. This confidentiality is essential to protect the function of Internal Audit to provide independent assurance without the concerns of external pressure or scrutiny.

We recognise that there is a public interest in transparency, accountability and openness, particularly in relation to information concerning the performance and governance of Yorkshire Water. We accept public interest is important to ensure that we operate effectively.

However, there is also a strong public interest in allowing us the space to carry out internal discussions effectively, without any external interference. The internal audit process allows for us to have internal discussions, identify areas for improvement and address any risks in a confidential manner. We do consider that publishing this information would impact views necessary for good decision-

making, potentially prejudicing the quality of future audits and the effectiveness of internal controls

After consideration of the public interest we have concluded as part of our internal review that we are upholding our original exemption, the public interest in maintaining the exemption for internal communications outweighs the public interest in disclosure. As such, we are withholding the internal audit documents you have requested under Regulation 12(4)(e) of the EIR.

We would like to advise and assure you in line with the Regulatory and licence conditions as detailed earlier in this response, that we do annually make available information on our financial operations.

Leakage figures

Your original request for information related to the percentage of water lost to leaks annually over the last 5 years, and we consider we responded to your request.

		% of water lost to
		leakage in
	Leakage (ml/d)	supply, not
		reduction of
		leakage
20-21	289.8	22.57%
21-22	283.1	22.33%
22-23	282.8	22.43%
23-24	260	20.64%
24-25	260.2	20.42%

The information provided in the table above relates to the percentage of distribution input; this is the water into supply that is report as leakage each year - the volume of water lost to leaks. This includes YW and customer side leakage.

The percentage has reduced over the last 5 years in line with the total volume of leakage reducing each year.

A national comparison on leakage is publicly available via https://www.discoverwater.co.uk/leaking-pipes this provides data on:

- Actual versus target
- Total leakage
- Cubic metres per km of main (per day)
- Litres per property (per day)

This includes the latest results and results on previous years cover the period of 2020 to present.

Early this year, we confirmed that we are investing £16 million in reducing leakage from our clean water network this year, as we seek to hit a 15% reduction by 2030. The investment will be split across:

- £2.5m on advanced modelling and software to assist with leakage targeting and understanding customer demand for clean water
- £2.5m on acoustic loggers, which help colleagues to locate leaks
- £5m on assets that support pressure management and network optimisation to reduce the likelihood of leakage
- £3m to fix more leaks
- and £3m to onboard 100 extra colleagues to find and fix leaks, a large portion of which will be apprentices

The investment is the first stage in a £38m leakage reduction plan over the next five years, which seeks to improve water conservation and efficiency. We are further investing £406m in replacing over 1,000km of mains across the region by 2030 in a hope to further reduce leaks and bursts.

Over 2025-2030 we are expected to deliver a 14% reduction in leakage. Our PR24 documentation confirmed the Board have agreed to halve leakage rates by 2050, compared to 2019/20 levels on a 3 year rolling average metric (2017/18-2019/20).

The weather has a huge impact on leakage, cold freezing temperatures in winter and hot and dry weather in summer, cause pipes to burst. A huge amount of effort, cost and time is required to just keep on top of the new leaks occurring as a result of the weather, but we have also reduced leakage down to all-time lows.

Yorkshire Water has achieved their leakage target set by OFWAT for the last 5 years and have ambitious plans to reduce this even further between 2025-2030.

Details of enforcement fines, penalties, and corrective actions taken

Details of enforcement fines and penalties are public records; in some cases the public record also details the remedial action undertaken.

Ofwat Fine and Enforcement:

Ofwat enforcement power details: https://www.ofwat.gov.uk/closed-cases/enforcement-cases/, https://www.ofwat.gov.uk/yorkshire-water-to-pay-40m-enforcement-package-following-ofwat-wastewater-investigation/:

- £40 million enforcement package
- £36.6million between 2025-2030 to prioritise work on the storm overflow programme
- £3.4m to support the Great Yorkshire River Partnership to remove artificial barriers and improve water quality

P147 onwards details the remedial action required of Yorkshire Water: https://www.ofwat.gov.uk/wp-content/uploads/2024/08/Notice-of-Ofwats-decision-to-accept-section-19-undertakings-from-Yorkshire-Water.pdf.

Information is readily available on our website in relation to the storm overflow investment: https://www.yorkshirewater.com/environment/river-health/storm-overflow-investment/. You can also check our https://www.yorkshirewater.com/environment/. You can also check our <a

Environment Agency (EA) prosecutions:

The EA publish data on prosecutions under its regulatory powers and that data is readily available in the public domain at: Environment Agency Prosecutions - data.gov.uk.

We have included links to EA press releases of the prosecutions undertaken in 2021 and 2022.

- Yorkshire Water billed £150,000 for discharging sewage effluent GOV.UK
- <u>Discharge of raw sewage lands firm in hot water GOV.UK</u>
- Yorkshire Water fined £1.6M for sewage pollution GOV.UK

As you will note, the data published by the EA was last updated on 25 April 2025. We have, therefore, included details below of two further prosecutions which post-date 25 April 2025 as follows:

Defendant: Yorkshire Water Services Limited

Date of action: 30 May 2025

Action type: Prosecution

Fine: £350,000

Incident area: Yorkshire

Offence: Environmental Permitting Regulations 2016

(see <u>Yorkshire Water fined after pumping station sewage incident - GOV.UK</u> for further detail).

(2)

Defendant: Yorkshire Water Services Limited

Date of action: 30 July 2025

Action type: Prosecution

Fine: £865,000

Incident area: Yorkshire

Offence: Environmental Permitting Regulations 2016

(see <u>Yorkshire Water fined for polluting watercourse - GOV.UK</u> for further detail (including corrective action taken)).

Drinking Water Inspectorate (DWI):

The Drinking Water Inspectorate (DWI) prosecutions and caution records are readily available in the public domain at: https://www.dwi.gov.uk/press-media/prosecution-and-caution-record/ for the timeframe you specified, there is no information recorded in relation to Yorkshire Water and the Drinking Water Inspectorate (DWI). In addition to this, we have provided further information in response EIR 1128 for the public information recorded for the DWI.

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