

**From:** EIR Compliance

**To:**

**Subject:** 20250827 - EIR - Response

**Date:** 27 August 2025 13:50:18

Reference Number: EIR

Dear

We refer to your request for information submitted to Yorkshire Water dated 1<sup>st</sup> August 2025:

"Information on *decisions* such as:

- *why were dividends payments to shareholders not stopped to prioritise leak repairs - who made this decision and why?*
- *are Yorkshire water aware of the under investment in leak repair?*
- *what action has been taken to repair the leaks more quickly since the introduction of the hosepipe ban to not punish customers further?"*

Please find responses to your queries below.

**"Why were dividends payments to shareholders not stopped to prioritise leak repairs - who made this decision and why?"**

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:

1. 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;
2. 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);
3. 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;
4. Reports on the implementation of environmental legislation;
5. Cost-benefit and other economic analyses and assumptions used within the framework of the measures and activities referred to in (c); and
6. 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).

Please note that, as a private water utility company Yorkshire Water is not bound by the terms of the Freedom of Information Act 2000.

Our published financial statements are available at <https://www.yorkshirewater.com/about-us/reports/>. This report included information on dividends, dividend policy and Board decisions on dividends.

**"Are Yorkshire water aware of the under investment in leak repair?"**

The data protection team have conversed with the business and have established we do not hold any of the requested data. As such for the purposes of paragraph 12(4)(a), 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.

**"What action has been taken to repair the leaks more quickly since the introduction of the hosepipe ban to not punish customers further?"**

We've recruited 100 more leakage inspectors since April, who are proactively looking for leaks, and raising leaks through for repair. We are promoting more leaks this year than last year.

Our R&M (Repair and Maintenance) Partner – M Group Ltd – who repair the leaks are in the process of recruiting additional resource. Some of this resource has already been onboarded, but some remains in flight. More gangs to fix leaks will reduce the average time for which a leak runs.

Regarding repair times, YW triage information to gauge how severe the impact of the leak is on our network and if there are any Health and Safety factors involved. Reports that have H&S concerns, an impact on our service levels such as pressure and flow, and large leakage volumes are prioritised the highest.

Once assessed, our Technicians attend the reported site and raise follow on work in line with our priority guidelines for our partners M Group Ltd. The most severe being repaired as an 'emergency' within 2 hours and less impacting being planned in at a more appropriate date.

Yorkshire Water has achieved its leakage target each year for the last 5 years, reducing leakage by over 15% in the last 5 years. OFWAT – our regulator – set our leakage targets, and we are pleased to have achieved the required reduction.

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](mailto:EIR@Yorkshirewater.co.uk)