

From: EIR Compliance

To:

Subject: 20260514- EIR – Data Supplied

Date: 14 May 2026 10:49:00

Reference Number: EIR

Dear

We refer to your request for information submitted to Yorkshire Water dated 14 April 2026:

“From your response, I understand that:

- No water main renewal schemes are currently planned for Barnoldswick*
- A potential £7 million storage project is only in early planning stages with no confirmed timeline*

Given this, I would like further clarification on several points:

- 1. What measurable performance data (e.g. leakage rates, repair frequency, asset condition) currently applies specifically to Barnoldswick, and how this compares to other areas receiving active investment*
- 2. Where Barnoldswick ranks in your internal prioritisation for infrastructure upgrades*
- 3. Why no renewal schemes are currently scheduled for this area despite ongoing regional investment*

4. *What criteria must be met for Barnoldswick to receive confirmed upgrades, and whether those thresholds are close to being reached*

5. *Whether customers in areas without active investment are effectively subsidising improvements in other regions*

In addition, your statement that investment plans are not published in advance raises concerns regarding transparency. As a paying customer, I would expect clearer visibility of how and where funds are being allocated, particularly when charges are increasing.

Please also confirm:

6. *Whether there is any publicly accessible reporting (current or planned) that allows customers to track investment distribution across your network*

7. *How customers can be assured that areas such as Barnoldswick are being treated equitably*

If you are unable to provide this level of detail, please advise, as I would need to consider raising the matter further with the relevant regulator, including Ofwat, in order to obtain clarity on investment transparency and fairness."

Included with this email are the response to your questions.

Questions 1

The Yorkshire Water treated water distribution network is split, primarily for leakage detection and reporting purposes, into 3445 discrete 'zones'. The area of Barnoldswick makes up 5 of these zones. One of the ways we prioritise Asset Health is to rank these zones based upon a number of performance measures. These include mains repairs, communication pipe repairs, leakage, customer interruption duration, water quality contact rate, water quality compliance, the material makeup of the assets in each zone.

Question 2

The ranking of these zones in comparison to other areas is as follows, with 1 being 'worst' and 3445 being 'best' :

K790 - 2381 out of 3445

K785 - 1536 out of 3445

K789 - 699 out of 3445

K784 - 1780 out of 3445

K786 - 2267 out of 3445

As can be seen above, the area of Barnoldswick is performing well in comparison to other areas within the region.

Question 3

Hopefully the information in response to question 2 above helps answer this question.

To add to this, the total length of the live, treated water, Yorkshire Water owned distribution system totals approximately 32,500km. The water

mains length in Barnoldswick, shown above, is 46.7km of the 32,500km. This represents 0.14% of the total Yorkshire Water asset base. Over the next 5 years we are planning to renew 1085km (approx 3.3% of the total asset base). As the asset health of the 46.7km of main in the Barnoldswick area is generally good, the likelihood of the 1085km being invested in Barnoldswick is low (see ranking above). When making investment decisions our aim is to make sure we are spending customers money in the most beneficial way and it is clear to see from the rankings above, there are more beneficial areas to invest in the next 5 years, than Barnoldswick. We are constantly monitoring performance and if this changes in Barnoldswick, our investment strategy may change.

Question 4

Performance based metrics include: mains repairs per 1000km per year being greater than 250, leakage levels in the area being greater than 25%, significant customer interruption as a result of mains failure, water quality notified events (discolouration, taste & odour, WQ compliance)

Other criteria includes the material makeup of the network in this area and age of the network.

Question 5

In terms of transparency, we publish our Business Plans that get submitted to the regulator every 5 years and we publish our Company Report every year, that goes alongside the Annual Performance Report that is published on the company website. For individual schemes, we always communicate with customers to let them know where we are investing. This is communicated in a number of ways social media, letters to customers affected by works, local news and newspapers.

<https://www.yorkshirewater.com/about-us/our-vision-and-plans/our-business-plan/>

Question 6

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/>

Question 7

Please refer to above responses.

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