

**From:** EIR Compliance

**To:**

**Subject:** 20251111 - EIR

**Date:** 11 November 2025 10:59:47

Reference Number: EIR

Dear

We refer to your request for environmental information submitted to Yorkshire Water dated 29 October 2025 which is as follows:

'I am writing to make a request for environmental information under the Environmental Information Regulations 2004 (EIR).

Please provide the following information for the past 12 calendar months, please include the years 2020, 2021, 2022, 2023, 2024 and 2025 (YTD).

### **Customer Helpline Wait Times**

For all calls that successfully connected to a customer service queue (i.e., excluding calls that received an engaged tone or calls handled by an automated IVR system without queueing for an agent), please provide the following:

1. **Average Wait Time:** The average time (to the closest minute) a customer spent waiting in the telephone queue before being connected to a human customer service agent. Please provide this breakdown yearly in the requested years.
2. **Longest Single Wait Time:** The longest time (to the closest minute) a customer spent waiting in the telephone queue before being connected to a human customer service agent. Please provide this breakdown yearly in the requested years.
3. **Total Call Volume & Answered Calls:** The total number of calls received on the main customer service helplines and the total number of those calls

that were successfully answered by a human agent. Please provide this breakdown yearly in the requested years.

If the information is recorded separately for different helplines (e.g., billing, emergencies, general enquiries), please provide the metrics for the most heavily used non-emergency customer service line.

If possible, can you please provide the data in a table format with a breakdown by year.'

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).

In accordance with the Environmental Information Regulations 2004, if you are not satisfied with the 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.

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