

**From:** EIR Compliance

**To:**

**Subject:** 20251119 – EIR – Internal Review Response

**Date:** 19 November 2025 13:36:00

**Attachments:** WQ sample exceedances – EIR.csv

EIR – Yorkshire Water Services Limited – Tophill Low – Cryptosporidium AMP7.docx

EIR – Water Supply Zones Key.csv

**Reference Number: EIR**

Dear

We refer to your email dated the 16 September 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.

Thank you for your patience whilst awaiting our response.

### **Original request EIR**

We received your request for information on 23 August 2025 and recorded this as EIR:

*"1. Results of water quality testing carried out by Yorkshire Water over the past [12 months / 3 years – whichever you prefer].*

*2. A breakdown of substances detected in the water supply, including but not limited to nitrates, phosphates, bacteria, heavy metals, and any regulated contaminants.*

3. Details of any breaches of legal water quality standards during this period, and what corrective actions were taken."

## **Our response to EIR**

We responded on the 15 September 2025 to EIR:

*"Please find attached the data which you have requested. Information regarding water quality and drinking water standard is freely available on our website at [Yorkshire Water - Drinking water standards](#) . Here you can search all of our Water Supply Zone reports by postcode, at the end of the document is a hyperlink to details of undertakings and notices (improvement programmes) applicable can be obtained via the Drinking Water Inspectorate (DWI) website: <https://www.dwi.gov.uk/water-companies/improvement-programmes/yorkshire-water-improvement-programmes/>."*

## **Our response to your internal review EIR**

You contacted us on the 16 September 2025 to request an internal review of our response to EIR:

*"While I note the links provided, your response does not clearly set out the following points I requested:*

*1. A straightforward breakdown of substances detected in Yorkshire Water's treated supply (including nitrates, phosphates, bacteria, heavy metals, and other regulated contaminants) over the past 12 months/3 years.*

*2. Any instances where Yorkshire Water's supply breached legal water quality standards during this period, and what corrective actions were taken.*

*As you will be aware, under the Water Industry Act 1991, Sections 67–69, water undertakers have a statutory duty to supply wholesome water and to take action if standards are not met. For transparency, I would appreciate confirmation in plain terms of:*

*Whether any breaches occurred in the last three years.*

*The substances detected and their concentrations.*

*What specific remedial steps were taken if standards were not met.”*

First and foremost, we want to thank you for your patience whilst awaiting our response. Our internal review concluded that there is further information that we can provide you to in relation to the information that was requested, please accept our apologies this was not provided in our original response.

We would like to make you aware as part of this response that there is data made publicly available via the stream portal - <https://www.streamwaterdata.co.uk/>.

To promote transparency our drinking water quality results will continue to be published on stream will cover a calendar year of samples:

- This dataset will be published monthly.
- Historical datasets have been published as far back as 2022 following the introduction of the Water Supply Regulations. <https://www.legislation.gov.uk/uksi/2016/614/contents/made>
- The Determinands included in the dataset are as per the list that is required to be reported to the Drinking Water Inspectorate (DWI).

In considering your request, we have had a discussion with the business to ask them to consider if they can make this data publicly available to help support our transparency around our water sampling activities in future.

When looking at your request for information for treated water supply, we can confirm as required by the DWI we are required to sample at:

- Treatment works
- Service reservoirs
- Consumers taps

From 2023 to date we have taken over a million samples, please find attached the sample data for this period, due to file size this will be sent via OneDrive Link. In addition to this, as you highlighted you were specifically interested in sample failures we have included the sample results for failures in a separate spreadsheet attached to this response for transparency.

Water companies in the UK are responsible for testing the quality of drinking water, the datasets provided contains the results of samples taken to make sure they meet the standards set out by UK and European legislation. This data shows the location, date, and measured levels of determinands set out by the Drinking Water Inspectorate (DWI).

In addition to this, we provide a search tool on our websites where you can search for water quality in your area by postcode. The results of the search may identify the water supply zone that supplies the postcode searched. As outlined in the original response have information readily available on our website at [Yorkshire Water - Drinking water standards](#).

Some samples are tested on site and others are sent to scientific laboratories.

Below is a selection of links for additional reading, which provide a deeper understanding of these datasets against the regulatory requirements implemented by the DWI.

1. Drinking Water Inspectorate Standards and Regulations: <https://www.dwi.gov.uk/drinking-water-standards-and-regulations/>
2. LSOA (England and Wales) and Data Zone (Scotland): <https://www.nrscotland.gov.uk/files/geography/2011-census/geography-bckground-info-comparison-of-thresholds.pdf>
3. Description for LSOA boundaries by the ONS: [Census 2021 geographies - Office for National Statistics \(ons.gov.uk\)](https://ons.gov.uk/census/2021-geographies)
4. Postcode to LSOA lookup tables: [Postcode to 2021 Census Output Area to Lower Layer Super Output Area to Middle Layer Super Output Area to Local Authority District \(August 2023\) Lookup in the UK \(statistics.gov.uk\)](https://statistics.gov.uk/lookup)
5. Legislation history: [Legislation - Drinking Water Inspectorate \(dwi.gov.uk\)](https://www.dwi.gov.uk/legislation)

In addition to this the DWI publish in their annual reports a summary of company performance with provide details on the parameters failed but not the test result, this is currently available for 2023 and 2024: <https://www.dwi.gov.uk/what-we-do/annual-report/drinking-water-2024/company-performance-data/>.

We have had occurrences of sample exceedances over the last three years as seen in the attached spreadsheet 'WQ sample exceedances'. We do not yet have the completed information for 2025 as this is a calendar year measure but our compliance against the samples taken was:

- 99.96% in 2023 (161 failed samples across all sampling programmes in 2023)
- 99.95% in 2024 (139 failed samples across all sampling programmes in 2024)
- 111 failed samples across the programme in 2025 to date.

For the individual water sample results, we have included a key spreadsheet titled 'water supply zone key', as the zone is classified as a number in the individual sample results. There were some changes between the zones and these have been highlighted on the spreadsheet. The Water Supply Zones (WSZ) gives linkage to the results in the areas for 2019–2023 and all 2024 zones give the linkage in results for years 2024–2025.

It is important to note that accurate and consistent water sample results are crucial for monitoring water quality. However, the results of water quality samples can vary significantly due to variables. Understanding these variables is essential for interpreting data correctly and making informed decisions, factors include:

- Contamination of sample from internal customer fittings
- Sampling technique and handling errors
- Contamination by third party activity.

In light of the above, it is important to note that with some of the data that we have provided there may be exceedances of the tests which are outside the direct company control. However, all exceedances are investigated by Yorkshire Water and this includes resampling. In some case further follow sampling is undertaken after making recommendations to a customer such as changes to their internal plumbing and fittings. Every exceedance is followed up and it is not always the case that one sample requires immediate remedial action by Yorkshire Water, this is because sometime the samples are affected by the variables detailed above. When resampled it is the case that these may be satisfactory and within the parameters as we have amended the sampling technique or recommended the changes to fixtures and fittings.

Where a water sample exceedance the Drinking Water Inspectorate (DWI) standards a mandatory investigation is initiated to determine the cause of the problem and we must notify the Inspectorate of the event.

If the investigation identified the exceedances is likely to recur, enforcement action (such as issuing of a legal instrument) will be initiated to prevent this. The legal instruments used by the DWI are:

## **Notices**

Notices are the most commonly used and are linked directly to risk assessments carried out by the water companies.

## **Undertakings**

Undertakings allow a route for a company to voluntarily come forward to the Inspectorate, to commit to a legally binding programme of work to where they have identified a risk to water quality. They are also a 'stay' on the use of an enforcement order.

## **Enforcement Orders**

Enforcement Orders are rarely used but are considered for use where the failures are of a serious nature, or if a company fails to deliver on agreed actions in either an undertaking or notice.

## **Breaches:**

Details of undertakings and notices (improvement programmes) applicable can be obtained via the Drinking Water Inspectorate (DWI) website:

<https://www.dwi.gov.uk/water-companies/improvement-programmes/yorkshire-water-improvement-programmes/>.

The DWI report confirms details of the notice, requirements of Yorkshire and the dates of completion for the requirements. We have included one of these as an example (word attachment) this shows you the:

- Asset affected
- Details of the notice
- Description of the risk

- Requirements

In addition to this, the DWI publish readily available the details on Enforcement, transformation and recommendations:

- 2023: [Drinking Water 2023: The Chief Inspector's report for drinking water in England](#) (available from page 60)
- 2024: [Enforcement, transformation and recommendations – Drinking Water Inspectorate](#)

We are required to follow the DWI notices, the information available by the public links above highlights the remedial action required and the remedial action taken by Yorkshire Water in relation to these events.

For each exceedance we report to the DWI, we can confirm that there have been 410 such events throughout the timeframe of your request, each exceedance had its own intervention with remedial actions as necessary. Under the Environmental Information Regulations 2004 (EIR), public authorities such as Yorkshire Water are required to make environmental information available upon request. However, Regulation 12(4)(b) of the EIR allows a public authority to refuse a request if it is "manifestly unreasonable". Providing detailed remedial information for all 410 reported events would require a significant diversion of resources and time, it is therefore considered manifestly unreasonable under this provision. In line with our obligations under the EIR to assist and advise you, we would be happy to help you further if you are interested in a specific event or particular parameter within the data we have provided within this response. If you could confirm by return email which specific information you are seeking, we will endeavour to provide further details relevant to your area of interest.

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)