

From: EIR Compliance

To:

Subject: 20251211 - EIR

Date: 11 December 2025 15:42:17

Attachments: image.png

Dear

I refer to your request for information submitted to Yorkshire Water dated 16 November 2025 which is set out below.

"Please give an estimated date when the hosepipe ban restrictions will be lifted. A target date will suffice, but it must be in DD/MM/YYYY format.

I would also like you to include the percentage increase in all general regions of the water storage facilities before and after storm Claudia.

Given there has been a huge amount of rain and even flooding recently if these restrictions are not lifted within the next 2 weeks, the response should contain detailed reasoning as to why this is the case. You must reimburse customers for not being able to use the water they pay for. "

Please find below the data which you have requested.

1. Estimated date for lifting hosepipe ban restrictions (DD/MM/YYYY)

The hosepipe ban restrictions were lifted on 10/12/2025.

2. Percentage increase in all general regions of the water storage facilities before and after storm Claudia

Please see attached the table below showing the percentage increase in water levels.

		WEEKLY	
	17-Nov	CHANGE	10th Nov
SOUTH WEST	85.5%	11.7%	73.8%
NORTH WEST	81.4%	8.4%	73.0%
SOUTH	80.3%	29.7%	50.6%
NORTH	79.6%	19.6%	60.0%
EAST	46.3%	6.8%	39.5%
YWS	76.6%	14.1%	62.5%

3. Reimbursement request

We cannot reimburse customers in relation to hosepipe restrictions. The restrictions do not prevent customers from using the water they need; they only apply to unnecessary outdoor water use while the restrictions remain active.

- Metered customers only pay for the volume of water they use.
- Unmetered customers pay a fixed charge regardless of usage, which means it is normal for higher or lower consumption not to affect the bill.

Because customers are still able to use water for all essential purposes, and billing is not directly linked to outdoor hosepipe use, compensation is not applicable.

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