

From: EIR Compliance

To:

Subject: 20250930 – EIR – Data Supplied

Date: 30 September 2025 16:32:00

Reference Number: **EIR**

Dear

We refer to your request for information submitted to Yorkshire Water dated 6 August 2025:

“Specifically, I am seeking information regarding:

1. **Total annual revenue** received from customers over the past five financial years.
2. **Breakdown of annual expenditure** for the same period, including:
 - *Investment in infrastructure (e.g., pipe replacement, sewage treatment upgrades, leak prevention)*
 - *Executive pay and bonuses*
 - *Shareholder dividends*
 - *Marketing and PR*
 - *Fines or penalties paid for environmental breaches or water quality issues*
3. Details of **any planned or completed infrastructure projects** aimed at improving water quality and reducing pollution or leakage.
4. The percentage of water lost to leaks annually over the past five years.
5. Any internal or external audits or reports evaluating the effectiveness of investment in infrastructure and water treatment systems.
6. Steps your company has taken to ensure water quality standards are being met, and actions taken when they are not.

Included with this email are our response to your questions.

1. Question 1 response

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).

Whilst we have not consider this element of your request under the EIR as detailed above, we can advise you that there is information readily available in the public domain via:

- [Document library - Kelda Group](#)
- [Yorkshire Water - Reports](#)
- [YORKSHIRE WATER SERVICES LIMITED overview - Find and update company information - GOV.UK](#)

2. Question 2 response

Investment in infrastructure:

In response to your request for infrastructure. The Yorkshire Water Services Limited Annual Report and Financial Statements which are publicly available and provide information on our infrastructure asset expenditure. You can find the 2024 report on our website at [Yorkshire Water, Annual Report and Financial Statements 2024, published July 2024](#), the accounts which is note 11 start on page 228.

Published on our website under [Yorkshire Water - Reports](#) are the reports for the previous 5 years.

Fines and prosecutions:

Please refer to the publicly available information:

- Environment Agency (EA) prosecutions: [Environment Agency Prosecutions - data.gov.uk](#)
- Drinking Water Inspectorate (DWI) prosecutions and caution records: <https://www.dwi.gov.uk/press-media/prosecution-and-caution-record/>
- Ofwat enforcement power details: <https://www.ofwat.gov.uk/regulated-companies/investigations/closed-cases/enforcement-cases/> and

<https://www.ofwat.gov.uk/yorkshire-water-to-pay-40m-enforcement-package-following-ofwat-wastewater-investigation/>

Reviewing your remaining questions, 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).

Whilst we have not consider this element of your request under the EIR as detailed above, we can advise you please note, in accounting terms dividends is not

always an external payment to our shareholders. For example, we haven't paid dividends to our external shareholders since 2016/17 financial year. However, during this time we have made payments to our holding company to cover operating costs and financing service costs, which is recorded in our accounts as dividends. This money hasn't left the group and is covering the costs of money raised to fund the investments that we make.

3. Question 3 response

Please see information readily available in the public domain via our website:

https://www.yorkshirewater.com/media/3tufdfbq/yky25_introduction-to-enhancement-cases-public.pdf

4. Question 4 response

Please see below for the % of water into supply each year that has been classed as Leakage.

	Leakage	%
20-21	289.8	22.57%
21-22	283.1	22.33%
22-23	282.8	22.43%
23-24	260	20.64%
24-25	260.2	20.42%

Question 5 response

On the 22 August 2025, we requested the following clarification:

"We are current unable to respond to your request as we required additional clarification as to what information you would like to receive. Please can you clarify the following point:

"Any internal or external audits or reports evaluating the effectiveness of investment in infrastructure and water treatment systems."

- *Scope of Infrastructure: Are you seeking information on all types of infrastructure, or only those directly related to certain infrastructure, for example pipelines, treatment facilities?*
- *Time Frame: Do you have a specific period in mind for which you require these reports or audits?*
- *Geographical Focus: Is your request limited to a particular site or region?*
- *Type of Report: Are you interested in formal audits, annual reviews, independent third-party evaluations, or all available forms of assessment?*

You responded on the 22 August 2025 and confirmed:

"By "internal or external audits or reports evaluating the effectiveness of investment in infrastructure and water treatment systems," I mean any documents, reviews, or assessments (whether carried out internally by your company, by regulators such as Ofwat or the Environment Agency, or by independent auditors/consultants) that:

Assess whether money spent on infrastructure or water treatment has achieved its intended outcomes, and/or

Evaluate the adequacy or effectiveness of investment in maintaining or improving infrastructure and water quality.

This would include but is not limited to:

Internal reviews presented to management or the board,

Reports submitted to Ofwat, DEFRA, or the Environment Agency,

Independent audits or commissioned consultancy reports relating to infrastructure investment or water quality improvements.

If such documents exist in multiple formats or for different years, I am happy to receive the most recent versions or a list of available reports to narrow down further.

Thank you for your clarification.

Information on our infrastructure investments and water quality improvements are readily available via the reporting links in response to the earlier questions. In addition to this this information forms part of our PR24:

https://www.yorkshirewater.com/media/3tjnwuih/yky01_pr24-business-plan.pdf
and <https://www.ofwat.gov.uk/wp-content/uploads/2024/12/Overview-of-Yorkshire-Waters-PR24-final-determination.pdf>

Regulation 12(4)(e) provides that a public authority may refuse to disclose information to the extent that the request involves the disclosure of internal communications. Internal documents are considered internal communications as they are generated for the purpose of facilitating internal review, discussion, and decision-making within the organisation, in this case Yorkshire Water. In applying this exemption, we are required to consider the public interest in maintaining the exception against the public interest in disclosure. We recognise that there is a public interest in transparency, accountability and openness, particularly in relation to information concerning the performance and governance of Yorkshire Water. However, there is also a strong public interest in allowing us the space to carry out internal deliberations effectively. Disclosure of internal documents would impact views necessary for good decision-making, potentially prejudicing the quality of future audits and the effectiveness of internal controls. After careful consideration, we have concluded that, in this instance, the public interest in maintaining the exemption outweighs the public interest in disclosure. As such, we

are withholding the internal audit documents you have requested under Regulation 12(4)(e) of the EIR.

In regards to external audits after consulting with the business we can confirm we do not hold this data. As such for the purposes of paragraph 12(4) 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.

6. Question 6 response

Yorkshire Water's drinking water compliance is regulated by the Drinking Water Inspectorate (DWI), which is a branch of the Government's Department for Environment, Food and Rural Affairs (DEFRA). Yorkshire Water must comply with legislation given under the Water Supply (Water Quality) Regulations 2016. These regulations define the water quality standards that water companies in England must adhere to and the DWI assesses and regulates instances where these standards may not be met. Details pertaining to this legislation and other relevant information are freely accessible on the DWI website: www.dwi.gov.uk.

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