

From: EIR Compliance

To:

Subject: 20260129 - EIR - Data Supplied

Date: 29 January 2026 11:58:00

Reference Number: **EIR**

Dear

We refer to your request for information submitted to Yorkshire Water dated 5 January 2026 which is set out below.

"I am writing to you under the Environmental Information Regulations 2004 to request the following information:

1. *The total number of leaks reported on customer supply pipes between 01/01/2025 and 31/12/2025, split by each town and city in your supply area.*
2. *The total number of leaks fixed on customer supply pipes between 01/01/2025 and 31/12/2025, split by each town and city in your supply area.*
3. *The average cost to repair leaks on customer supply pipes between 01/01/2025 and 31/12/2025, split by each town and city in your supply area.*
4. *The top 10 most common causes of leaks reported on customer supply pipes between 01/01/2025 and 31/12/2025, split by each town and city in your supply area*

(e.g. pipes freezing in cold weather, corrosion/deterioration of pipe material) and the total number of leaks attributed to each of these causes"

Please find below the data which you have requested.

- 1. The total number of leaks reported on customer supply pipes between 01/01/2025 and 31/12/2025, split by each town and city in your supply area.**

Area	Promoted
Barnoldswick	25
Bradford	432
Doncaster	314
Halifax	179
Harrogate	123
Huddersfield	231
Hull	505
Lancaster	14
Leeds	664
Richmond	134
Sheffield	1443
Todmorden	40
Wakefield	532
York	370
Grand Total	5006

Please note: Customers report a leak via different contact mediums (Website, Phone, Writing, Face-Face, Social Media). These reports of a leak are investigated to prove if they originate from a Yorkshire Water asset, customer supply pipe or land water. Yorkshire Water also proactively investigate possible leaks on customer supply pipes. The data set above is the total number of leaks proven then promoted for repair on customer supply pipes from customers initially reporting a leak and also YW proactively investigating a possible leak on a customer supply pipe.

- 2. The total number of leaks fixed on customer supply pipes between 01/01/2025 and 31/12/2025, split by each town and city in your supply area.**

Area	Completed
Barnoldswick	22
Bradford	324
Doncaster	234
Halifax	147
Harrogate	89
Huddersfield	174
Hull	416
Lancaster	7
Leeds	513
Richmond	99
Sheffield	999
Todmorden	31
Wakefield	409
York	267
Grand Total	3731

3. The average cost to repair leaks on customer supply pipes between 01/01/2025 and 31/12/2025, split by each town and city in your supply area.

£494 (Average), there is no difference in unit cost across the Yorkshire region

4. The top 10 most common causes of leaks reported on customer supply pipes between 01/01/2025 and 31/12/2025, split by each town and city in your supply area

The data protection team have conversed with the business and have established we do not hold any of the requested 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.

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