

From: EIR Compliance

To:

Subject: 20260409 – EIR 1273 – Data Supplied

Date: 09 April 2026 13:07:00

Attachments: EIR All WQ data 2025.csv

EIR – Water Supply Zones Key.csv

Reference Number: **EIR**

Dear

I refer to your request for information submitted to Yorkshire Water dated 13 March 2026 which is set out below.

"I am submitting this request under the Environmental Information Regulations 2004. I am seeking information relating to the water supply in the Scarborough area, specifically from November 2024 to the present.

Please provide:

- 1. All water quality test results for the Scarborough supply zone, including chemical, microbiological, and treatment-process data.*
- 2. Details of any incidents, contamination events, treatment failures, or abnormal readings affecting the Scarborough supply during this period.*
- 3. Any internal reports, investigations, or assessments relating to customer complaints about skin irritation, rashes, or dermatological symptoms potentially linked to water quality.*
- 4. The number and nature of customer complaints received regarding water-related skin issues in Scarborough during this period.*

5. *Any correspondence with the Environment Agency, UK Health Security Agency, or local authorities regarding water quality concerns in Scarborough.*
6. *Details of any changes to water treatment processes, disinfectant levels, or supply sources affecting Scarborough since November 2024.*
7. *Why this request was not forwarded internally and it has taken 16 days to respond stating this needs to be submitted to yourself? I'm assuming the cost of such inefficiencies are passed onto your customers."*

Please find below the data that you have requested. We have adopted the numbering in your request to provide the response below.

We can advise you that we do have water quality sample information readily available in the public domain below in relation to your request:

- [Yorkshire Water - Check your water hardness](#) from here you are able to enter your postcode and download the report for your area.
- [Stream - Portal](#) where you can search the water samples we have taken by LSOA area

Please also find attached all water quality sample result data. 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. You can use this key to identify the zones in Scarborough.

2. One sample from Irton WTW, supplying Scarborough, was found to contain coliform bacteria at a concentration of 1 in 100ml on 12th August 2025. No coliform bacteria were identified in follow up investigations including large volume samples. No clear cause has been identified.

One sample in Scarborough was found to contain lead a concentration of 100 ug/l Pb. The source of lead was found to be related to the presence of a lead supply pipe.

One sample exceeded the standard for iron, investigations identified the cause was the local distribution main and scheme has been identified to replace the impacted main.

One sample was found to contain coliform bacteria at 1 in 100ml, there was no recurrence of coliform bacteria on follow up visits and remedial intervention could be provided.

3. We can confirm that there were 17 contacts for skin irritation from customers during the period. Water supply in this area is relatively hard, which can impact on skin irritation for some individuals. However, there are no water regulations regarding hardness of water and therefore there is no evidence of a breach of water quality standard

We are writing to inform you that in relation to this question we have partially refused your request for environmental information, in accordance with the Environmental Information Regulations (EIR) 2004. Under Regulation 12(3), this refusal is based on the grounds that the requested information constitutes personal data relating to an individual other than the applicant. Protecting the privacy and personal data of

individuals is a fundamental principle, and as such, the provision of this information would contravene the data protection principles set out in Regulation 13. Regulation 13 stipulates that personal data shall not be disclosed if the release of such information would contravene any of the data protection principles in the UK GDPR or the Data Protection Act 2018. While we strive to provide as much information as possible in response to environmental information requests, we must also balance this with our obligation to protect personal data. Therefore, the specific details that include personal data of a person other than the applicant cannot be released. As such, whilst we can provide a high level figure, we are unable to provide any further details in relation to this.

4. Please see our response to question 3.
5. The data protection team have conversed with the business and have established there has been no correspondence, therefore 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.
6. Although treatment arrangements are continually optimised in order to ensure water supplied to customers continues to meet water quality standards, there has been no substantive change to water treatment processes.
7. Thank you for bringing to our attention the handling of your request, we apologise that your request was not referred to us without undue delay in line with our internal processes and procedures. We have followed this matter up internally to reinforce our processes and to help prevent a recurrence.

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