

From: EIR Compliance

To:

Subject: 20260123 - EIR

Date: 23 January 2026 15:19:19

Reference Number: **EIR**

Dear

We refer to your request for Environmental information submitted to Yorkshire Water dated 1 December 2025:

"Please will you tell me how many times since 1st January 2024 has your company cleaned out and/or operated a company stop cock in the highway serving an individual property at the request of the property occupier customer?"

Due to the way that we record job information, we do not have a specific job type to allow us to identify jobs raised specifically in relation stop-taps. We have a physical asset need type job category (emergency and non-emergency) where we understand jobs of this nature would be raised, this is a broad category of job type and covers other physical asset attendances. We undertake at least 150 of these jobs each week which equates to 7,800 per year. In discussing your request with the business, within the physical asset type we have been informed that it is not possible to determine if this work related to chambers being dug out or stop-taps operated. We understand that the business has reviewed a sample of the job feedback to ascertain if there is any information held in related to stop-tap operation to provide a response to your request. Job feedback is provided from the technician who attended site and a review of the feedback we sampled determined that we do not hold information within the job feedback. 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