

## **Guidance Notes to assist Non-Household Customers to complete a G/02 Trade Effluent Discharge Notice form**

Technical advice will be available on 0330 111 0780 (Monday to Friday, 9am to 5pm). Full contact details are available on the Trade Effluent section of our website. Please read these guidance notes in conjunction with the G/02 form.

### **Important Information**

Form G/02 is to be used when you're applying for a new Trade Effluent consent, requesting a variation to an existing Trade Effluent consent, telling us about changes to the company name, trading name and owner or requesting that an existing consent be terminated. For all other Trade Effluent matters please submit an enquiry/notification to your retailer.

Your retailer's name will be on any wastewater invoice for services received after 1st April 2017. If you don't have a retailer, you can find available retailers at [www.open-water.org.uk](http://www.open-water.org.uk). Your chosen retailer must have a valid contract with us.

If you've any questions regarding Form G/02 not covered by these guidance notes, you can contact us directly. Full contact details are available on the Trade Effluent section of our website.

### **Form Submission:**

When making an application using Form G/02, you (the Non-Household Customer) must provide a physically signed copy of the form including Annex 1. A scanned copy of the signed form and Annex 1 should be submitted to your retailer in conjunction with the electronic form.

This signed copy is seen as your legal acceptance of the terms of the consent. If the physically signed copy of the form isn't received, the application will be rejected.

Please ensure both documents are signed and dated with the current application date.

You should submit your form to your retailer and they should send the G/02 form and associated documents to us. When we receive your form, we'll send you an acknowledgement of receipt.

### **Attachments and Additional information**

Please try and limit the number of attachments on your email to a maximum of four. You can attach any other additional information, (e.g. maps or comments) by creating new tabs in the G/02 Excel spreadsheet and then enter or paste the information into the tabs.

### **Communications - Application Reference Code**

When we receive the application, we'll send confirmation of receipt of the form and notification of the unique Icosa Water reference code, assigned to the current application to the specified retailer and principal contact. This code will apply only to this specific application for the duration the application remains active.

You must use the reference code in the subject header of any email communication you send to us regarding this application. If you don't enter the reference code in the email subject header, or enter the wrong reference, you risk the information not being delivered.

The reference code will only be valid whilst your current application remains active. Once your application has been completed or if your application is rejected, your case will be closed and the unique reference number will no longer be valid. Once this happens you must stop using the reference, as our system will no longer receive communications with that unique reference code.

A new reference code will be issued if you re-submit an application or submit an alternative application form.

### **Groundwater:**

If you wish to discharge water from groundworks or other forms of groundwater, you should apply for a Groundwater Permit. This is a different application process and form. Information on Groundwater Permits and the application forms can be found on the Groundwater section of our website.

### **Short Term Discharges:**

If you're requesting a Trade Effluent consent for a temporary discharge, you must complete the estimated end date for the discharge in section 4.4 of Form G/02. Consents for temporary discharges will have a duration of no more than 6 months. If the temporary discharge is to continue for more than 6 months then a new consent will be required. Applications for short term discharges must come from your retailer. \*see variation

### **Low Volume Consent (less than 1m<sup>3</sup> /day):**

If your discharge is less than 1 m<sup>3</sup> /day, we may issue a Low Volume Consent (LVC). An LVC is only valid for 12 months and so a new consent must be applied for each year. \*see variation

### **Variation:**

Variations can only be requested for consents with no end date stated in the document. You can't request a variation to a short term or low volume consent. A new application must be made if you wish to continue the discharge or vary the conditions of the consent.

### **Temporary Discontinuation, Reactivation:**

Don't use form G/02 for requesting a temporary discontinuation/reactivation of your Trade Effluent consent.

We don't offer a discontinuation or reactivation service. A temporary discontinuation/reactivation of a Trade Effluent consent is treated as a billing reassessment and must be requested by sending a Trade Effluent enquiry along with any other associated information to your retailer.

Please note: If your consent's been terminated you'll need to apply for a new Trade Effluent consent.

## Change of Contact Details:

If any of the contact information changes whilst an application is in progress, you should email us stating the reference for the active application in the email subject field, or contact us directly. Our contact details can be found on the Trade Effluent section of our website. If any of the contact information changes after a consent's been issued, you should send a Trade Effluent enquiry/notification to your retailer with the Trade Effluent consent reference or contact us directly.

## Attachments and Additional information

Please try and limit the number of attachments on your email to a maximum of 4.

## Section 1 – Retailer Details (to be completed by your retailer)

The retailer is the company that is selected by you (the Non-Household Customer), or the Market Operator, to provide Sewerage Services to your premises and bill you for those services.

Your retailer must fill in this section once you've sent them the form with your completed sections. They'll complete their sections and send us the fully completed form.

## Section 2 – Type of application

### 2.1 Application Type

Choose the option (1 only) that this application relates to.

**A) Proposed discharge for which no consent exists (complete sections 3 to 9 and 11): This applies to a discharge:**

- i) where no consent currently exists,
- ii) where there's a significant change to the nature of an existing discharge,
- iii) where there's a change of occupier at the consented premises.

**B) Variation to an existing consent (complete sections 2, 3 to 9 and 11):**

Don't request a variation to a consent that has an end date stated in the documentation, i.e. a short term or low volume consent, which are both time limited. For short term or low volume consents you should apply for a new consent.

This applies to:

- i) Changes in volumes or rates of discharges listed on a valid consent for the premises.
- ii) Changes to the nature, content or concentration of contaminants in the discharge(s) listed on a valid consent for the premises. If there's a significant change, a new consent should be applied for.

For all other changes to an existing consent, a new Trade Effluent consent should be applied for.

- C) Renewal of existing consent after discontinuation: (DO NOT USE THIS OPTION) We don't offer a discontinuation or reactivation service.**  
A temporary discontinuation/reactivation of a Trade Effluent discharge is treated as a billing reassessment and must be requested by submitting a Trade Effluent enquiry, along with any other associated information, to your retailer.
- D) Change of occupier (complete sections 2, 3 to 9 and 11):**  
This application request is the same as applying for a new consent.
- E) Change of name of owner or name of occupier at the consented premises, where Companies House registration number doesn't change (complete sections 2, 3 and 11):**  
If the nature of the discharge has altered, or the discharge volumes have changed, you should apply for either a new consent or a variation.
- F) Discontinuation of Trade Effluent Services: (DO NOT USE THIS OPTION)**  
We don't offer a discontinuation or reactivation service. A temporary discontinuation/reactivation of a Trade Effluent discharge is treated as a billing reassessment and must be requested by submitting a Trade Effluent enquiry, along with any other associated information, to your retailer.
- G) Termination of Consent (complete sections 2, 3, 10 and 11):**  
Termination of a Trade Effluent consent should only be requested if you intend to stop discharging Trade Effluent permanently.

## 2.2 Trade Effluent Consent Reference Number:

The existing Trade Effluent consent reference number must be provided except when applying for a new consent application (option a).

This isn't the Icosa Water reference code. A Trade Effluent consent reference number is eight (8) digits starting with the letters 'T' or 'A' e.g. TDAN0BZ6 or ADAN1970.

The consent reference number is found on the Trade Effluent consent document or Notice of Direction varying your consent conditions document. The consent reference may also be stated on formal written Trade Effluent communications with you.

## Section 3 – Details of applicant to which the application relates

### 3.1 Information about the organisation applying for the consent to discharge

- 3.1.1 Please indicate the legal status of the company or organisation  
Select the relevant status of your company or organisation from the dropdown list provided.
- 3.1.2 Please provide the full legal name of the company. In the case of a sole trader, please provide the name of the individual. Provide full legal name(s) of the company, individual or partnership members.

The legal entity is the trader that's producing the Trade Effluent discharge and must be the owner/occupier of the premises; for example, this may be a limited company, plc, partnership or sole trader.

If you're operating as an individual (sole trader) or as a partnership, the full name(s) of all individuals are to be given, including forenames and the trading/business name of the partnership (if any).

- 3.1.3 Trading name of the company or organisation if different. Please supply any Trading name(s) of the company or organisation if different from the legal name of the company.

### **3.2 Registered address and other details**

- 3.2.1 Registered address. Enter the address as detailed on Companies House website or the private address in the case of a sole trader or partnership.

- 3.2.2 Postcode. Enter the postcode for the above registered address or private address.

- 3.2.3 Is the organisation a registered company?

Is the company applying a public limited company (plc, ltd) that's registered with Companies House? State Yes or No.

- 3.2.4 Companies House registration number. If you're registered at Companies House ([www.companieshouse.co.uk](http://www.companieshouse.co.uk)), state the company registration number.

- 3.2.5 Principal contact details. The Principal contact is the person who will act as the main contact for the application. You must complete the Landline telephone number field.

### **3.3 Trade premises details to which application for consent applies**

- 3.3.1 Please provide any SPID given to the premises

SPIDs (Supply Point IDs) are unique codes given to the water supply point and the waste supply point for the premises. The Water SPID will be a different reference to the Waste SPID.

You should state the Waste SPID in the G/02 form field. The Waste SPID will be quoted on the sewerage bill for the premises.

If you don't know the Waste SPID for your site, you should leave this field blank.

- 3.3.2 UPRN for the premises where known

A UPRN is the Unique Property Reference Number for every registered spatial address in Great Britain.

This isn't a mandatory field; you can leave this field blank if you don't know the UPRN.

- 3.3.3 Customer Name

The legal entity at the eligible premises contracting with the retailer for the provision of water services or sewerage services at the supply point.

### 3.3.4 Customer Banner Name

You must enter the Trading name at premises – enter the trading name used at the premises by the company applying for the consent.

### 3.3.5 Address of premises

Secondary addressable object e.g. First Floor or unit number; primary addressable object e.g. building name or number.

You must enter data in the primary addressable object, address line 1 and postcode fields.

### 3.3.6 Name of contact at the premises details

Enter the details of the primary contact for matters relating to Trade Effluent at the premises in this and the associated fields.

Please note; you need to enter the contact name in both name fields.

### 3.3.7 Please indicate the operational hours for the premises

Please indicate the normal working hours of your site (e.g. Monday to Friday 9am to 5pm, Saturday 10.30 - 16:30 etc.)

### 3.3.8 Out of hours contact details

Please enter the full contact details for the out of hours site contact. The name and mobile telephone number for the out of hours site contact are mandatory fields.

### 3.3.9 Nature of business carried out at the premises

State the nature of your business activities at the premises e.g. brewery, metal finishing and anodising, food production, car wash etc.

### 3.3.10 Please provide the Standard Industry Classification or SIC Code where known

SIC code is a classification code of principal economic activity at a premise and is submitted on the annual return to Companies House, if applicable. For more information see <http://www.siccodesupport.co.uk/>. If you don't know the SIC code for the application, please leave this field blank.

### 3.3.11 SIC Code Type (Year of SIC list being referenced)

The SIC codes listed in different years have changed. If you've provided a SIC code in the previous field please enter the year of the SIC code list you provided the code from.

## 3.4 Owner of premises

### 3.4.1 Is the company applying for the consent the owner of the premises?

Select Yes or No in answer to this question.

### 3.4.2 Name of owner of the premises

If the company applying for the consent doesn't own the discharging premises, you must enter the name, address, postcode and telephone number of the owner/landowner of the building or land in these fields.

## Section 4 – Trade Effluent Discharge description

### 4.1 Trade Effluent Discharge description

#### 4.1.1 Trade conducted at the premises

State the main trade activities of the discharging company e.g. launderette, printer, electroplater, food manufacturer etc.

#### 4.1.2 Describe in detail the process(es) from which the Trade Effluent arises

Describe the processes which will generate the Trade Effluent discharge(s), for example backwashing waters from swimming pools, copper and nickel plating rinse waters, waste water from vehicle washing, contaminated surface water etc.

### 4.2 Trade Effluent treatment to be given at the site (e.g. oil separation, balancing, pH correction, chemical or biological treatment)

Provide details of any treatment given to the Trade Effluent before it's discharged to the sewerage system. Common examples of such pre-treatment include: interceptors, settlement tanks and pH neutralisation.

### 4.3 Nature, composition and temperature of Trade Effluent draining to the Sewerage system

#### 4.3.1 Nature, composition and temperature of Trade Effluent draining to the Sewerage System List what your Trade Effluent will contain, e.g. detergent, oil & grease, cement, grit etc.

#### 4.3.2 Chemicals stored on site

Please complete the attached schedule at Annex 1 to this notice (second sheet on the Excel form). If they're not mentioned in Annex 1, please list any additional substances and volumes in the form field, or on a separate sheet if necessary.

Details of chemicals stored on site are required as they could pose a risk to the foul or surface sewerage system if there was a spillage or leak.

#### 4.3.3 Chemicals/substances to be discharged

Please complete the attached schedule at Annex 1 to this notice (second sheet on the form). If they're not listed in Annex 1, you should list any additional substances and volumes in the form field or on a separate sheet within the document if necessary.

You must declare whether the discharge is to contain any substances listed on Annex 1 attached to Form G/02 that you propose to discharge.

#### 4.3.4 Maximum quantity to be discharged (m<sup>3</sup> per 24 hours)

Don't enter any text or character other than a number (e.g. 12.52 or 3.00) into this field. You must declare the maximum volume, in cubic meters, of Trade Effluent (including any contaminated surface water) that's likely to be discharged in any 24-hour period. The volume stated should reflect your current requirements and any known future production expansions.

{One Cubic Meter (1m<sup>3</sup>) is equal to 220 gallons}

Subject to any on-site flow restrictions, for every ten square meters (10m<sup>2</sup>) of contaminated site area, you should add 0.51m<sup>3</sup> of Trade Effluent per day to the daily process volume. Alternatively, add the result of the calculated surface area multiplied by 0.05 to the total Trade Effluent volume.

#### 4.3.5 Maximum rate of discharge (l/sec, litres per second)

Don't enter any text or character other than a number (e.g. 12.52 or 3.00) into this field.

You must declare the maximum possible volume of Trade Effluent (including any contaminated surface water), that's likely to be discharged in litres per second. For pumped discharges this will relate to the pump discharge rates and settings.

The rate stated should reflect your current requirements and any known future production expansions.

{m<sup>3</sup> /hour can be converted into l/sec by dividing by 3.6}

You should add any contaminated surface water entering the foul drain to the calculated rate. Subject to any on-site flow restrictions, for every ten square meters (10m<sup>2</sup>) of contaminated site area, you should add 0.07 litres of Trade Effluent to the process discharge rate. Alternatively, this can be calculated by adding the result of the contaminated surface water area multiplied by 0.007 to the calculated rate.

For pumped discharges, if all the contaminated surface water is captured within the discharge pump chamber, then it's already been included in the process discharge rate.

#### 4.3.6 Period(s) of discharge (normal working hours during day)

State the time period(s) during the day that Trade Effluent will be discharged (e.g. Mon 00.01-23.59, Tue 09.00 - 19.00, Fri 00.01-23.59, Wed - 24 hrs etc.)

#### 4.3.7 Method of measuring discharge flow

Please state (if known) if you have a Trade Effluent meter, process meter or an alternative means of calculating the volume of Trade Effluent being discharged.

#### 4.3.8 Proposed starting date for discharge (or approximate starting date for an existing discharge).

State the date on which you intend to start discharging, or for an existing Trade Effluent discharge, the start date or approximate date the discharge started.



#### 4.4 Time Limited Consents

This section applies to temporary (short term) discharges only.

##### 4.4.1 Proposed end date

State the known (fixed) end date for a Short Term (temporary) Trade Effluent Discharge. You should also have entered the start date for the discharge in the previous field.

##### 4.4.2 Total volume to be discharged If known, state the total volume that will be discharged during the specified discharge period.

### Section 5 – Trade Effluent Monitoring and Location

#### 5.1 Is there a flow meter which directly measures the Trade Effluent discharged?

##### 5.1.1 Is there a flow meter which directly measures the Trade Effluent discharged?

Select Yes or No from the dropdown to indicate if you have a meter on the Trade Effluent discharge or a process flow meter (a meter on the water supply to the Trade Effluent producing processes).

If there's more than one discharge that's metered, please provide the answers to section 5.1 for each of the meters on the 'Additional details' sheet of the Excel form.

##### 5.1.2 Where there is a meter(s), state the meter manufacturer and model

This can normally be found on the meter itself, meter instructions or manufacturer's website.

##### 5.1.3 Meter Serial number

This is the reference number stated on the meter which can be used to identify the meter.

It's usually located on the dial face, the meter housing around the face or on a metal or plastic plaque on the meter unit.

##### 5.1.4 Number of digits to provide reading to 1m<sup>3</sup>

Enter numbers only (not text) in this field.

For a standard meter this will be the number of digits from right to left before the decimal point (usually black numbers on a white background). After the decimal point the numbers and background are shown in a different colour. If you're uncertain as to the number of digits please enter a value of 0.

If your meter states 'x10' on the dial face then the number of digits that are required to read 1m<sup>3</sup> is one more than the number of physical dials present etc. In all other instances the number of digits will relate to the number of dials before the decimal point or differently coloured numbers.

#### 5.1.5 Unit of measurement: (Metric m3 / Metric other)

Select whether your meter provides its reading in Metric m3 or Metric other. The unit of measurement for the meter is stated on the dial face.

#### 5.1.6 Description

If you've selected "Metric Other", please state the unit of measurement that's being used e.g. gallons or litres. The unit of measurement will be shown on the meter dial face.

#### 5.1.7 Current reading of the meter

Enter the current reading from your water meter. Enter numbers only (not text) in this field.

Read the dial from left to right, the meter read is normally the number on the left hand side of the meter. It's usually shown as black numbers on a white background, which show the amount of Trade Effluent discharged. Please ignore the numbers after the decimal point, usually shown in red on the right (these record tenths and hundredths of a cubic meter).

More guidance on how to read a meter and guidance on reading different types of meters can be found on our website.

#### 5.1.8 Date of reading

Enter the date when the current reading of the meter stated in the previous field was taken.

#### 5.1.9 Location of meter

State if the meter is located inside or outside the building.

#### 5.1.10 Location description

Please provide a detailed description of where the meter is located e.g. on vertical pipe in left corner of boiler room.

#### 5.1.11 Meter location (GIS X), meter location (GIS Y)

These fields are not mandatory and can be left blank. This is the approximate X and Y coordinates of your meter location or site. You can find the coordinates by using internet maps.

### 5.2 Is there additional monitoring of the discharge, such as pH monitoring?

#### 5.2.1 Is there additional monitoring of the discharge, such as pH monitoring?

Select Yes or No.

### 5.2.2 Please provide further details

If you've selected 'Yes', please list the type of additional monitoring you conduct on the Trade Effluent discharged in this field.

### 5.2.3 Please provide a description of the location of the sample point

A sample point is a location where a sample can be taken of the Trade Effluent being discharged. In some instances, more than one sample point may be required. A sample point should be located so that we're able to sample the Trade Effluent separately from the domestic waste, it's easily accessible at all times, unobstructed, suitable and safe (the sampler must not have to enter a manhole chamber, confined space or be exposed to other hazards).

## 5.3 Please enclose a drainage drawing for the premises

If you have existing drainage plans for your site, please send a copy to us showing the requested information.

Please make sure the drainage plans are accurate and up-to-date with any alterations detailed. If you don't have existing sewer plans, you can provide a simple sketch but we may require a more detailed plan at a future date.

On the map or sketch please note;

- a) where you believe the foul drain(s) discharging the Trade Effluent connect(s) to the public foul sewer (sewerage network).
- b) where your Trade Effluent discharge or discharges connect into your own drains.

If you've more than one Trade Effluent connection to the public sewer, you should mark these on the map as well. Please be aware; a separate application is required for each discharge point.

## 5.4 Please provide the name of the street (or other identifying description) where the connection to the sewer is located

State the road name or other description (e.g. West corner of Potters Field) where your drains connect into the public foul sewer. If you're uncertain where your drains connect, please state this.

## 5.5 Is this a proposed or an existing connection to the Sewerage network?

### 5.5.1 Is this a proposed or an existing connection to the Sewerage network?

Indicate if you have an existing connection to the foul sewer, or if the connection has yet to be constructed (proposed).

### 5.5.2 Into which Sewerage network is the discharge intended to be made?

Select from the dropdown list;

- |                      |                                                           |
|----------------------|-----------------------------------------------------------|
| Foul Sewer:          | A sewer that takes foul sewage or wastewater e.g. toilet. |
| Surface Water Sewer: | The drainage system that takes rainwater.                 |
| Combined Sewer:      | A public sewer that takes both foul and surface water.    |

## 5.6 Is there any rainfall discharged through the Trade Effluent sample point?

Please select Yes or No to indicate if any rainfall (surface water) is discharged to the foul sewer. If 'yes' then you need to provide the volumes of both contaminated and uncontaminated rainwater discharged to the foul sewer in section 5.7.

## 5.7 Surface area drainage. If you've entered No; in section 5.6 you should leave the contaminated and uncontaminated water fields in section 5.7 blank.

If you've entered 'Yes' in section 5.6, you must enter a value for both contaminated and uncontaminated surface (rain) water.

If there's only one type of surface water going to the foul sewer (e.g. if your site only has areas where contaminated surface water is draining to the foul sewer and any uncontaminated surface water doesn't drain to the foul sewer) you still need to enter a value in the uncontaminated rainfall field i.e. 0mg/l

### 5.7.1 Contaminated surface area draining through Trade Effluent sample point (m<sup>2</sup>):

Don't enter any text or characters other than a number in to this field e.g. 12.52  
If you have any contaminated surface water discharging to the foul drain you should enter into this field the total area (m<sup>2</sup>) of land e.g. storage areas or process areas that could result in rainwater becoming contaminated when it flows across it.

Contaminated surface water occurs when rainwater that falls onto or across the premises comes or has the potential to come into contact with chemicals or other substances (e.g. food sauces, oil, soap etc.).

Contaminated surface water must not be allowed to enter the surface water drains, as this may cause the pollution of a water course.

### 5.7.2 Non-contaminated surface area draining through Trade Effluent sample point (m<sup>2</sup>): Don't enter any text or character other than a number in to this field e.g. 12.52

Uncontaminated surface water is rainwater that's not come into contact with any chemicals or substances before entering the sewer.

Uncontaminated surface water should discharge into to the surface water drainage system (not the foul sewer drainage system).

If you have any uncontaminated surface water discharging to the foul drain you should enter the total area (m<sup>2</sup>) of land which drains the uncontaminated rain water to the foul sewer. You may be required to alter your drainage arrangements if misconnected.

## Section 6 – Water Supply Details

### 6.1. How is water supplied to the premises?

Please enter the options that apply to you from the list (more than one option may apply to your site). If your supply method is 'Other', please state the nature of the supply.

For a private third party network, water is supplied to you by the estate owner/company. In these situations, you may pay your water bills to the estate owner/company and not to the retailer directly.

**6.2. If you receive water from a private network, please indicate the name of the supplier**

6.2.1. If you receive water from a private network, please indicate the name of the supplier

The supplier will be the estate owner or company providing the 'private third party network' or 'private borehole' etc.

6.2.2. Is any private water supply metered?

Select Yes or No.

6.2.3. If 'yes' please provide the details of the meter in the following sections.

Where 'Yes' has been selected for 'Is any private Water Supply metered', the subsequent fields in section 6 must be completed for low volumes and full consents (new applications for greater than 6 months timeframes and variations). This information isn't required for temporary discharges.

- Meter manufacturer and model
- Serial number
- Description
- Current reading of the meter (enter numbers only)
- Date of read
- Location description

For guidance of what's required in the individual fields listed above please see section 5.1

## **Section 7 – Water Consumption information**

**7.1. The details entered here will assist in the calculation of the domestic wastewater component of your account, if applicable. The method of account calculation may be discussed in detail with us.**

7.1.1. Average water consumption: (m3 per day)

Enter numbers only (not text) in this field e.g. 12.52 or 3.00  
7.1.2. Average water consumption from sources other than public supply. Please state the source of water supply, followed by volume in m3 per day e.g. abstraction (10m3 per day), if applicable.

7.1.3. Please provide:

- details of the number of days a week and weeks per year worked don't enter any text or character other than a number in to these fields.
- the dates of any seasonal closure.
- 

7.1.4. Is there a staff canteen where full meals are provided?

Select Yes or No.

7.1.5. If Yes, how many full meals are provided each day?

'Full meals' refers to meals fully-cooked on-site. (i.e. not microwaved or created on the production line and consumed in the canteen).

7.1.6. Please provide details of the number of shifts worked per day and if anyone is permanently resident at the premises.

## Section 8 – Water Loss (Non-Return data)

### 8.1. Calculated water used on site and not discharged to sewer

If any water supplied to the premises doesn't drain to the sewer, e.g. evaporation or product usage, you should give full details including volumes and calculations separately and attach them to your application Form G/02 on a separate tab within the Excel spreadsheet. Failure to provide adequate information to support your water loss (non-return to sewer) values may result in this allowance not being granted. If you don't have or wish to claim any 'non-returns' at this time then you can leave this field blank.

## Section 9 – Information relating to Health and Safety

Please complete this section in order that our personnel may safely visit your premises.

9.1. Please indicate if there are any particular Health and Safety considerations or access requirements that need to be observed by visitors to the premises such as PPE.

PPE stands for Personal Protection Equipment e.g. eyewear, gloves, hard hat.

9.2. Please indicate if the premises is subject to control of Major Hazards (COMAH) regulations

Select Yes or No.

9.3. Please indicate if the Environmental Agency has issued an environmental permit in relation to the premises from which the Trade Effluent is to be discharged

Select Yes or No.

9.4. Permit Type and Permit Number

If you've stated 'Yes' in the previous field, Permit Type and Permit number refers to the Environment Agency permit(s) issued to your site.

## Section 10 – Discontinuation or Termination of Trade Effluent Consent

10.1. Proposed date of termination of the Trade Effluent consent

State the date from which the Trade Effluent will no longer be discharged.

Complete this section only if applying to terminate a Trade Effluent consent.

We don't offer a discontinuation or reactivation service.

A temporary discontinuation/reactivation of a Trade Effluent consent is treated as a billing reassessment and must be requested by sending a Trade Effluent enquiry along with any other associated information to your retailer.

## **Section 11 – Declaration by the authorised signatory**

### **11.1 Declaration by authorised signatory**

You must complete this section of the form in full, including typing the signatory's full name in the signature field.

An authorised signatory of the owner/occupier of the trade premises intending to make the discharge must sign this form. The signature of any agent/consultant acting on behalf of the owner/occupier isn't acceptable.

It's a legal requirement for a signed copy of the Trade Effluent Discharge Notice to be provided. Failure to do so may result in the rejection of your application. Please ensure you email both the electronic copy of the form, as well as a scanned copy physically signed by you, when you submit the electronic application.

## **Sections 12 and 13**

These sections are completed by your retailer. The retailer should complete the fields of your form before sending the documents to us.

## **Section 14 – Additional information**

### **14.1 What is the reason the UPRN is not available?**

If you don't know the UPRN reference, please state 'Unknown' in this field

### **14.2 VOA BA Ref**

This is a Valuation Office Agency Billing Authorities reference. You can find the VOA reference code for your site (if available) by going to the Valuation Office Agency website.

If you don't know the VOD BA reference, please state 'Unknown' in this field.

### **14.3 PAF Address Key**

The Postcode Address File (PAF) is a database which contains all known "Delivery Points" and postcodes in the United Kingdom. An Address Key is a unique 8-digit number that the Royal Mail assigns to each address. If unknown please state 'unknown' in form field.