

# How to get your permit application right first time



## Hints and tips

**If you get your permit application right first time then you are likely to get your permit decision faster.**

We highly recommend that you spend five minutes reviewing the following tips on filling in your application including the most common customer application errors before you send us your application.

If after reading this you still have difficulties filling in the application forms we recommend that you have a pre-application discussion with your local area officer. Your area officer is your site officer if you already have an environmental permit, a PPC Compliance Officer for new installation applications or an Environment Officer for other new permit applications.

If you are unsure who to contact, then please ring us on **03708 506 506** or email us at [enquiries@environment-agency.gov.uk](mailto:enquiries@environment-agency.gov.uk).

## Fill in only those parts of the application form relevant to you

You only need to fill in those parts of the form that are relevant for your application. Usually you will have to fill in Part A. You also have to fill in either Part F1 or F2 (except if you are filling in parts C0.5, D1 or E1). If you are applying for a small scale sewage discharge (less than five cubic metres per day) you only need to fill in part B6.5 and no other parts of the application pack.

For new applications fill in one or more of the parts B. If you are applying for a small scale sewage discharge (less than five cubic metres per day) you only need to fill in part B6.5 and no other parts of the application pack.

To apply to make changes to your existing permit fill in one or more of parts C.

To transfer your permit to another person you fill in either part D1 or D2.

To surrender your permit fill in either part E1 or E2.

The guidance box at the start of each part tells you what other parts you may have to fill in.

## Filling in the paper or electronic application forms

Once you have selected the right parts of the form you only need to fill in the sections of that form which are relevant to your application.

However, if you are using the electronic version of the form you will need to start at the first question and tick the appropriate boxes which will allow you to move on to the next section. Only those questions that are relevant (depending on your previous answers) may be open and available to tick or type into.

customer service line

08708 506 506

[www.environment-agency.gov.uk](http://www.environment-agency.gov.uk)

incident hotline

0800 80 70 60

floodline


0845 988 1188

### All applications involving hazardous wastes

If you produce or hold hazardous waste at any premises in **England and Wales** you must register it **each year**, unless the total quantity is less than 500kg each year.

#### **How to register or renew as a hazardous waste producer**

### Tables in the forms

We have enlarged some of the tables and moved them into landscape (to rotate - right click on tool bar and select Rotate Clockwise. )

However if you still do not have enough room for your text we recommend that you go to the line below, as long as it is clear that each description is separate. For a more complicated description you may want to provide a separate document and give us the document reference in the table.

### Part A – About you

**Section 5a** – Has the full company name been provided as it appears on the Companies House Register?

**Section 5b** – Does the registration number you've provided match the details in section 5a?

**Section 6** – Has the 'your main (registered) office' address been filled in?

**Section 7** – Have all available contact details been provided? During determination we will contact you. Please make it easy for us.

### Part B1 – Standard facilities permit

**1a Customer reference number** – not everyone has a customer reference number. If you don't have one leave this blank

The customer reference number is a unique identification number which tells us who you are. If you have been allocated a number you do not have to repeat information you have supplied us with previously. It is always made up of 1 letter and 9 numbers in this order A111111111.

The customer reference number is different to the pre application number which may be given to you after discussion with area staff.

If you have not previously applied for a registration, licence or permit, it is unlikely you will have a customer reference. If you are unsure please check that the reference number you are using is a customer reference by checking the order of letters and numbers against the example given. If you are still unsure please speak to one of our customer service advisors on **03708 506 506**.

#### **1c Mobile plant questions**

If you are applying for a permit for a mobile plant, please discuss it with us before filling in this form.

Note mobile plant does not include mobile sheep dips.

You should also look on our website for further guidance, the [deployment form](#) and [guidance](#) that you need to fill in each time the mobile plant is deployed for use.

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### 3c Deposit for recovery purposes

If you apply for a waste recovery activity involving the permanent deposit on waste on land for construction or land reclamation you must fill in this question.

You must provide us with a copy of your waste recovery plan that complies with Regulatory Guidance Note 13. Before applying for the permit to deposit waste on land you should refer to our guidance (RGN 13) which will help you decide whether the proposed activity is recovery or disposal.

We therefore recommend that you prepare your case and then present it to us before you submit your permit application. We will endeavour to advise you whether we think your proposal is recovery or disposal within 14 days from the date we receive the information. It is very much in your interests to agree with us first that your proposal is waste recovery before applying for a recovery permit.

For further guidance on deposit for recovery please see our website <http://www.environment-agency.gov.uk/business/topics/permitting/36419.aspx>

**2 National grid references** - you need to provide us with a 12 - digit grid reference of the location where the activity will be carried out. To find out the 12 -digit grid reference you can search on the free map tools web site. A link to this web site is available in the external links box on the right hand side of [Making an application](#) web page.

**4a Site plan** – Is the site location and all the right things within the site clearly visible on the plan? Is the extent of the site clearly highlighted in green?

Note: there is a difference between the extent of site for an installation, waste operation, mining waste operation and those for a water discharge activity or a groundwater activity. Please refer to our guidance note in the link below.

**6b Technical ability (Waste installations and operations)** – Have you included your certification to confirm this? For example from the Chartered Institute of Wastes Management/Waste Management Industry Training and Advisory Board (CIWM/WAMITAB) scheme or the Environmental Services Association/Energy and Utility Skills (ESA/EU skills) scheme

**6c Finances** – Have you completed this section? If this section is not applicable, then please note as such in the box provided on the application form.

If you need any more help completing Section B1 of the application form then please refer to the following link for access to our guidance notes for this part of the form:

[http://www.environment-agency.gov.uk/static/documents/Business/EPB1yv01Jan10\\_final.pdf](http://www.environment-agency.gov.uk/static/documents/Business/EPB1yv01Jan10_final.pdf)

## Part B2 General – new bespoke permit

**Note:** once you have filled in B2 General Information you need to fill one of more of the B3-to B7 application forms depending on the activities you are applying for.

**1a Customer reference number** – not everyone has a customer reference number. If you don't have one leave this blank.

The customer reference number is a unique identification number which tells us who you are. If you have been allocated a number you do not have to repeat information you have supplied us with previously. It is always made up of 1 letter and 9 numbers in this order A111111111.

The customer reference number is different to the pre application number which may be given to you after discussion with area staff.

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If you have not previously applied for a registration, licence or permit, it is unlikely you will have a customer reference. If you are unsure please check that the reference number you are using is a customer reference by checking the order of letters and numbers against the example given. If you are still unsure please speak to one of our customer service advisors on 03708 506 506.

### 1c Mobile plant questions

If you are applying for a permit for a mobile plant, please discuss it with us before filling in this form.

Note mobile plant does not include mobile sheep dips.

You should also look on our website for further guidance, the [deployment form](#) and [guidance](#) that you need to fill in each time the mobile plant is deployed for use.

**2 National grid references** – you need to provide us with a 12 - digit grid reference of the location where the activity will be carried out. To find out the 12 –digit grid reference you can search on the free map tools web site. A link to this web site is available in the external links box on the right hand side of [Making an application](#) web page.

**3b Technical ability (Waste installations and operations)** – Have you included your certification to confirm this? For example from the Chartered Institute of Wastes Management/Waste Management Industry Training and Advisory Board (CIWM/WAMITAB) scheme or the Environmental Services Association/Energy and Utility Skills (ESA/EU skills) scheme

**3c Finances** – Have you completed this section? If this section is not applicable, then please note as such in the box provided on the application form.

**3d Management Systems** – Has this section been filled in?

### 4 Consultation (Fill in 4a to 4c for installations and waste operations 4d for installations only)

We need to consult the right authorities if your installation or waste operation involves the release of anything to a sewer, harbour or any relevant coastal or territorial water. So you need to:

- in **4a** tell us the name of the sewerage undertaker if you will release anything to sewer;
- in **4b** tell us the name of the harbour authority if you will release anything into a harbour;
- in **4c** tell us the name of the fisheries committee if you will release anything into relevant territorial waters or coastal waters within the sea fisheries district of that fisheries committee

**5 Planning status** – If any of the boxes in this section are ticked, please ensure you have provided the supporting evidence.

**6a Site plan** – Is the site location and all the right things within the site clearly visible on the plan? Is the extent of the site clearly highlighted in green?

Note: there is a difference between the extent of site for an installation, waste operation, mining waste operation and those for a water discharge activity or a groundwater activity. Please refer to our guidance note in the link below.

If you need any more help completing Section B2 of the application form then please refer to the following link for access to our guidance notes for this part of the form:

[http://www.environment-agency.gov.uk/static/documents/Business/EPB2yv01Jan10\\_final.pdf](http://www.environment-agency.gov.uk/static/documents/Business/EPB2yv01Jan10_final.pdf)

### Part B4 – New bespoke waste operation

#### 3c Deposit for recovery purposes

If you apply for a waste recovery activity involving the permanent deposit on waste on land for construction or land reclamation you must fill in this question.

You must provide us with a copy of your waste recovery plan that complies with Regulatory Guidance Note 13. Before applying for the permit to deposit waste on land you should refer to our guidance (RGN 13) which will help you decide whether the proposed activity is recovery or disposal.

Prepare your case and present it to us before you submit your permit application. We will endeavour to advise you whether we think your proposal is recovery or disposal within 14 days from the date we receive the information. We will contact you if the decision is likely to take significantly longer, and advise you when a response will be provided.

For further guidance on deposit for recovery please see our website <http://www.environment-agency.gov.uk/business/topics/permitting/36419.aspx>

### Part B6 – New bespoke water discharge activity and groundwater activity

**National grid references** – you may need to provide us with 12 - digit grid references within this form. To find out the 12 –digit grid reference you can search on the free map tools web site. A link to this web site is available in the external links box on the right hand side of [Making an application](#) web page.

#### 11 Where will the effluent discharge to?

You need to make sure that you have all the necessary permissions to discharge from landowners, for example British Waterways if you want to discharge into a canal that they manage.

### Part B6.5 – Discharging up to five cubic metres (5m<sup>3</sup>) of treated domestic sewage a day

You should only use this part if you are only applying to discharge up to five cubic metres (5m<sup>3</sup>) of treated domestic sewage a day.

You only need to fill in this one part.

### Part C0.5 – Administrative variation of a standard or bespoke permit

Use this form if you only want to make an administrative change to your permit. If you are changing any address or contact details you should also fill in Part A with the new details.

You do not need to resend any information from your original permit application if it is not affected by your proposed changes.

For more guidance on what we consider to be an administrative change, see the Environmental Permitting Charging Scheme Guidance at [www.environment-agency.gov.uk](http://www.environment-agency.gov.uk).

### Part C1 Varying or adding a standard rules facility

#### Is change to add an inert mining waste operation?

If you have an existing permit for a water discharge activity that is integral to the mining waste operation and you wish to vary this permit by adding the requirements for an inert mining waste operation, complete forms A, C1 (not C5) and F1.

Please note that we will issue a bespoke permit but it will resemble the standard rules for mining waste as closely as possible but will not technically be a standard rules permit.

Please note, as the discharge is an integral discharge (i.e. the discharge is part of the mining waste operation) your site plan **must** show the location of the discharge.

### Part C2 General – Varying a bespoke permit

#### 2b Changes to existing activities

Fill in table 1 with details of any changes to existing regulated facilities on your permit.

Changing parts of your current permit? You may also need to fill one or more of the C3-to C7 application forms but only for the parts of the permit that are changing.

Adding a new facility to your current permit? You will have to fill in one or more of C3 to C7.

#### Tier 2 waste operations

If your proposed changes will mean the permit will become a Tier 2 bespoke waste operation (see charging guidance) or you wish to add a Tier 2 bespoke waste operation then please put all the details in here. **You will not need to fill in part C4.**

Further information can be found in the current charging scheme guidance, which can be downloaded from our website [www.environment-agency.gov.uk](http://www.environment-agency.gov.uk), or is available by calling 08708 506 506

#### Waste operation changing to installation or vice versa?

If your changes mean that a waste operation becomes an installation (or vice versa) you may also need to fill in either part C3 (waste to installation) or part C4 (installation to waste).

You can find guidance on this in 'Regulatory Guidance Note 2 - Understanding the meaning of regulated facility. You can get this by calling 03708 506 506 or by downloading it from our website at [www.environment-agency.gov.uk](http://www.environment-agency.gov.uk).

### Part C5 – Varying a water discharge permit to become a non-inert or Category A mining waste operation permit or varying a bespoke mining waste operation permit

If you want to add a mining waste standard facility to a water discharge permit then you need to fill in C1

[http://www.environment-agency.gov.uk/static/documents/Business/EPC1\\_-\\_Part\\_C1.pdf](http://www.environment-agency.gov.uk/static/documents/Business/EPC1_-_Part_C1.pdf)

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If you have an existing permit for a water discharge activity that is integral to the mining waste operation and you wish to vary this permit by adding the requirements for an inert mining waste operation, complete forms A, C1 (not C5) and F1.

If you want to either vary an existing water discharge permit to include a bespoke non inert mining waste activity or to make changes to a bespoke mining waste permit than you need to fill in C2 and C5.

### Part E2 – Surrender of installations, waste operations, mining waste operations and mobile plant only

#### 2a Low-risk surrender

A 'low risk' surrender application is where you are applying to surrender a permit for an activity where the evidence burden to demonstrate that the site is in a satisfactory condition is small or non-existent. If we have confirmed that the facility you wish to surrender is low risk and we do not have to carry out an intrusive investigation, tick this box and you pay a reduced fee. You must also send a copy of the evidence with the application.

#### 2b Basic surrender

A 'basic' surrender application is where you are applying to surrender a permit for an activity where it is clear there should be no risk to land if the operator has met the conditions/rules in the permit.

The types of activities that fit within both of these types of surrender application are set out in the our Regulatory Guidance Note No 9 section on demonstrating land and groundwater are protected to assist the surrender of an environmental permit.

You can find guidance on **low risk and basic surrender** in both 'Regulatory Guidance Note 9 Surrender' and 'Horizontal guidance Note 5 Site condition report'. You can get these by calling 03708 506 506 or by downloading them from our website at [www.environment-agency.gov.uk](http://www.environment-agency.gov.uk).

### Part F1 Charging and declarations – Opra

If you are applying for a bespoke permit, please ensure that you have included an electronic copy of the current Opra spreadsheet. There are separate spreadsheets for waste, installations and mining waste. You must make sure you are using the correct one in conjunction with your application.

**Please refer to the following link for access to the spreadsheets:**

<http://www.environment-agency.gov.uk/business/regulation/31827.aspx>

### Part F1 and F2 Charging and declarations

**1 Working out charges** – Has this section been completed? Please note that even if you are applying for a standard permit you must complete this section.

You usually have to submit an application fee with your application. You can find out the charge by either looking at the relevant standard rules permit page, the 'Making an application' webpage at <http://www.environment-agency.gov.uk/business/topics/permitting/32318.aspx>, or the current environmental permitting charging scheme on our website at [www.environment-agency.gov.uk](http://www.environment-agency.gov.uk) which sets out our charges under the Environmental Permitting Regulations.

Please remember that the charges are revised on 1 April each year and that there is an annual subsistence charge to cover the costs we incur in the ongoing regulation of the permit.

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### 2 Opra spreadsheet (F1 only)

Please remember to include an electronic copy of your OPRA spreadsheet when you submit your application on CD or by e-mail. Make sure it is a copy of the actual Excel spreadsheet, not a scanned paper copy.

### 3 Payment - see [How to pay us](#) on the Making an application webpage

### 5 Confidentiality – This may delay your application.

Only tick this box if you are very certain that you wish information to be confidential.

Please ensure that you include a copy of your supporting statement detailing why you are requesting confidentiality and what information you believe should be kept confidential. We advise you to have a pre application discussion with area staff BEFORE deciding if anything is confidential information.

**We will then have to assess your statement and therefore the progress of your application will take longer.**

### 5 National Security – This may delay your application.

If you tick this box then you must write to Secretary of State/Welsh Ministers. You cannot apply for national security via this application.

You must enclose a letter with your application telling us that you have told the Secretary of State and you must still include the information in your application. We will not include the information in the public register unless the Secretary of State decides that it should be included.

**We will not be able to progress your application until we receive the decision from the Secretary of State/Welsh Ministers and therefore is highly likely to delay your application.**

### 6 Declaration – Have you ticked the appropriate declaration?

E.g. I confirm that the information provided in this application for an environmental permit is correct.

**6 Declaration – Are the details provided for a relevant person?** For example: Director or Company Secretary.

To simplify and speed up the application process we recommend that the declaration in the application form is filled in by an officer of a Company or one of the partners in a Limited Liability Partnership (LLP).

If you wish a manager or other employee to sign the declaration on behalf of the Company or LLP we will need a letter signed by an officer of the Company or a partner in the LLP confirming that the person has the authority to fill in the declaration. Where the Operator is the subject of any insolvency procedure it will be necessary for the declaration to be filled in by the Official Receiver/appointed insolvency practitioner.

### 6 Declaration – partnerships or groups of individuals

Details required for partnerships:

Partnerships of 2-3 partners = Details for all partners must be provided

Partnerships of more than 4 partners = Details of a minimum of 4 need to be provided

Details required for groups of individuals (not partnerships):

Details of each individual must be provided

### 6 Declaration - date

Have you dated the declaration with the date on which the application was completed?

### 6 Declaration – Transfer applications only.

Have both parties filled in their details?

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### Your fees

Have you enclosed the correct fee(s)?

Your application cannot be duly made without receipt of the appropriate fee(s).

To help you calculate the correct fees look at the [application charges section](#) on our website and for full details the [charging schemes with guidance](#)

Note that the charges are revised every 1<sup>st</sup> April and that there is an annual subsistence charge to cover the costs we incur in the ongoing regulation of the permit.

### Number of copies to send to us

Have you provided the correct number of copies to support your application?

#### Part F1 – number of copies

Guidance note for part F1 of the application form:

[http://www.environment-agency.gov.uk/static/documents/Business/EPF1yv01Jan10\\_final.pdf](http://www.environment-agency.gov.uk/static/documents/Business/EPF1yv01Jan10_final.pdf)

The following table tells you how many copies of the application form and supporting documents you need to send to us

Type of application	Number of copies of the application form and supporting documents
New bespoke and substantial variations	1 electronic copy or CD and 3 paper copies OR 8 paper copies
Standard permit applications	1 electronic copy or CD and 1 paper copy OR 3 paper copies
Transfer, surrender and all other variation applications	1 electronic copy or CD and 3 paper copies OR 5 paper copies

#### Part F2

Guidance note for part F2 of the application form:

[http://www.environment-agency.gov.uk/static/documents/Business/EPF2yv01Jan10\\_final.pdf](http://www.environment-agency.gov.uk/static/documents/Business/EPF2yv01Jan10_final.pdf)

The following table tells you how many copies of the application form and supporting documents you need to send to us.

Type of application	Number of copies of the application form and supporting documents
All types of application	1 paper copy OR 1 electronic copy


### Sending us information electronically on CD

We are currently unable to access documents written in Windows 2007 so need all documents to be in Windows 2003 and if sent in on a CD, to be burnt on using the Mastered format (see below for instructions). We cannot accept USB memory sticks.

The following information comes from the Microsoft website. A link to this web site is available in the external links box on the right hand side of [Making an application](#) web page.

### Converting a document in Windows 2007 to Windows 2003

If using the 2007 Office release, you can share your files with those using an earlier version of Office by saving your file in the 97-2003 file formats.

1. With your file open, click the **Microsoft Office Button** , and then click **Save As**.  
**(Keyboard shortcut to open the Save As dialog box, press ALT, F, A.)**
2. If you want to rename the file, in the **File name** box, type a new name for the file.
3. In the **Save as type** list, click the 97-2003 file format that you want to save the file in. For example, click Word 97-2003 Document (\*.doc), Excel 97-2003 Workbook (\*.xls), or PowerPoint 97-2003 Presentation (\*.ppt).

### Copying files to a writeable CD

If your computer includes a CD or DVD recorder, you can copy files to a writeable disc. This process is called burning a disc.

By default, Windows burns discs in the Live File System format, but you can also choose to burn discs in the Mastered format. **Choose the Mastered format** when you need a highly compatible disc that will play in computers with an older version of Windows or in media devices such as CD and DVD players that can read digital music and video files

#### To burn a disc using the Mastered format:

Insert a writeable CD or DVD into your computer's CD or DVD recorder.

In the dialog box that appears, click Burn files to data disc.

In the Burn a Disc dialog box, type a name for this disc, and then click Show formatting options.

Click Mastered, and then click Next.

An empty disc folder opens.

Open the folder that contains the files you want to burn, and then drag the files into the empty disc folder.

On the toolbar, click Burn to disc.

The selected files are copied to the disc. When the disc burning is complete, the disc burner tray will open and you can remove the disc. You can now use the disc in another computer or media device. This type of disc does not need to be closed.

**Date of note:** 28th April 2011