

## Guidance for Form G/02 Completion

### General Information

In addition to the instructions shown on the G/02 Trade Effluent Discharge Application, these notes are to assist you in completing your application correctly.

### Consent for permanent discharge $\geq$ 6 months duration

Form G/02 is to be used when:

- Applying for a new Trade Effluent consent (for discharges greater than 6 months duration)
- Requesting a variation to an existing Trade Effluent consent,
- Request for the discontinuation /re-activation of a Trade Effluent Consent.
- Requesting that an existing consent be terminated.

For all other Trade Effluent matters please submit a general enquiry form or alternative relevant form.

### Form Submission

All the relevant sections of the form must be completed. The form should be signed and dated by the NHH Customer and Retailer. This must be a physical signature as this is a legal declaration that the information provided is correct and representative of the activity and discharge. A signed application can be scanned and submitted electronically. If the physically signed copy of the form isn't received, the consent will not be issued, and the application may be rejected.

The form should be submitted by the retailer representing the NHH Customer to the relevant Wholesaler. An acknowledgement of receipt may be sent by the wholesaler with a unique reference number, this should be quoted in all correspondence related to the application.

### Additional information

Please ensure you include any other additional information relevant to your application (e.g. maps or comments)

### Temporary or Regional Mobile Activity Applications

This is a different application process and G/03 form should be used.

#### **a) Temporary discharge <6 months**

- If the discharge is greater than 6 months, a permanent consent must be applied for using a G/02 form. The discharge must be to a public foul sewer.

#### **b) Regional Mobile Activity**

- This is where a specified activity is carried out temporarily on premises in the Wholesalers geographical region (note not all wholesalers offer this service). The discharge must be to a public foul sewer.

The owner or occupier of the premises should complete sections 2 to 12.

The Retailer should complete sections 1, 13 and 14.



The Retailer may assist the NHH Customer in completing the application. Whilst the Retailer submits the form to the Wholesaler on behalf of the Customer, it remains the Customer's responsibility to ensure the details are accurate.

If this application is being completed and signed by a third party (on behalf of a NHH Customer), a letter must be provided confirming they have authorisation to act on behalf of the NHH Customer before we can proceed.

## Application form – Guidance on completion

### **1. Retailer Details**

The retailer is the company that is selected by the NHH to provide Sewerage Services to the premises identified on the application and bills for those services.

This section can be completed by either customer or retailer but must be complete or may be rejected by the wholesaler.

For more details about the water market please visit [www.open-water.org.uk](http://www.open-water.org.uk)

### **2. Type of Application**

This section is to determine what the application is for and ticking the wrong box may delay the application or result in the application being rejected.

All the relevant application types are indicated in this section. Please note the relevant field must be completed for the application to ensure the correct authorisation is issued.

#### **2.1 Indicate which of the following this application relates to (tick only one)**

##### **a) Discharge for which no consent exists (complete sections 2;3;5 to 9)**

This is for:

- A new application, where no Consent currently exists and is for greater than 6 months duration
- Where there is a change of occupier at the consented premises
- Where the current occupier & consent holder legal entity name changes

##### **b) Variation to an existing Consent (complete sections 2 to 9)**

This is where a Consent already exists but there may be a change required to the existing conditions. This may result in a variation to the current Consent. In some cases, a new consent may be issued and the existing consent terminated.

A variation may be requested for:

- Changes in volumes or rates of discharges listed on a valid consent for the premises.



- Changes to the nature, content or concentration of contaminants in the discharge(s) listed on a valid consent for the premises.
- c) Change of Occupier at the Consented premises** (this includes any change in legal identity of the company) **(complete sections 2;3;5 to 9)**
- a) This is where the name of the occupier changes from that identified on the current consent document for the premises. The occupier may be the same but if the legal name changes a new consent will be required as a consent is non-transferable.

**d) Change of legal company name at the consented premises** where Companies House registration number remains the same. **(complete sections 2 and 3)**

This is where the Companies House registration number remains the same but there is a change in the company name.

This only applies where a Certificate of Incorporation can be provided, clearly showing an audit trail on Companies House with the original consented name and the new company name under the same registration number

**e) Discontinuation of Trade Effluent Services (complete sections 2 and 11)**

Please Note **not all** Wholesalers provide this service

This is for a temporary discontinuation only, where the discharge will recommence within a defined period.

A discontinuation means that **NO** trade effluent can be discharged from the premises under the period of the discontinuation.

**f) Renewal of existing consent after discontinuation (complete section 2 and 11 and note any other change, if any, to the discharge in the relevant sections)**

This is for when a consent has been discontinued and the NHH customer is applying to restart the discharge.

A renewal of the consent must be in place before any discharge takes place from the premise.

Please provide the date when the discharge will restart after discontinuation

**g) Termination of consent (Complete section 2 and 10)**

This is only to be completed where the consented discharge has permanently ceased or the occupier has vacated the premises. If a consent is terminated no further trade effluent discharge can take place under the current consent.

The Non-Household Customer must complete all the details and sign the declaration in section 12.

The Retailer must complete all the details and sign the declaration in section 13 and 14.

**Please note: This is a legal declaration that the information provided is correct and is an accurate representation of the activity and discharge.**



**The signature must be a physical copy. If this is not provided the consent may not be issued and the application may be rejected.**

### **2.2 Consent/DPID/SPID Information**

#### **Provide the Trade Effluent Consent reference number or Discharge Point ID**

If applicable, please provide the Trade Effluent Discharge Point Identification Number (DPID). A DPID will only be available where there is an existing consent for the discharge.

#### **Provide any Supply Point ID(s) given to the premises**

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

You should state the Sewerage SPID in the G/02 form field. If this is not provided the application may be rejected. Please contact your retailer who will be able to advise further.

### **3. Details of Applicant to which the application relates**

It is important for legal reasons that a Consent is issued in the correct name, so it is essential that the details in this section are correct. Please tick the relevant 'legal status' of the applicant.

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

The application should be for the person or organisation that's producing the Trade Effluent discharge and can be the owner/occupier of the premises

#### **Indicate the legal status of the company or organisation (tick only one)**

- **A company or body corporate** – The name must be registered on Companies House and the company registration number must be provided as proof of this status.
- **Government organisation** – e.g. local authority.
- **Sole Trader** – If you're operating as an individual Please provide the full name
- **Partnership** – this is a group of people carrying out a business together that is NOT incorporated into a registered company. Please provide the full name(s) of all individuals in the partnership, including forenames and surnames. The signature of every partner may be required by some wholesalers.

#### **Provide the full legal name of the company.**

- If a company name it should match the name recorded on companies house
- In the case of a sole trader, provide the name of the individual.
- In the case of a partnership, provide the names of all the partners

#### **Trading name of the company or organisation if different**

Trading name(s) of the company or organisation if different from the legal name/sole trader name/partnership names.

- For example: if Mr Alan Smith operates a business called “Petrol Service Station”, the Consent would be issued as “Mr Alan Smith trading as Petrol Service Station”.

### 3.2 Registered address and other details

#### Provide address and postcode

- If the applicant is a registered company, this will be the address on Companies House associated with the registration number (provided below).
- If it is not a registered company it can be a private address
- Enter the postcode for the above registered address or private address.

#### Is the organisation a registered company? (tick as appropriate)

- If the company is registered on companies house then Yes it is a registered company

#### If yes, Companies House registration number

- This must be the registered number associated with the name and address provided on the application.

#### Name of principal contact at the registered address

- The name of the principal contact at the head office is required as we will send a copy of the consent to the registered head office.
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### 3.3 Trade premises details to which application for consent applies

#### This is the premises from which the trade effluent will be discharged.

Please complete all the fields relating to the premise address from where the discharge will take place.

#### Primary trade effluent contact at the premises.

This is the person who will act as the main point of contact for the application and for matters relating to Trade Effluent at the premises. Complete all the associated fields.

### 3.4 Operational Information

#### Please provide 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.)

#### Out of hours contact details

If applicable, please complete all the requested details for the out of hours site contact.

#### Provide the Standard Industry Classification or SIC Code where known

SIC code is a classification code of principal economic activity at a premises 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.

**SIC Code Type (year of SIC list being referenced) circle one only 1980 / 1992 / 2003 / 2007**

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.

**3.5 Owner of premises**

Wholesalers have a legal duty to send a copy of the Consent / Direction to the owner of the premises, so please provide details if the owner is not the applicant. E.g. if the applicant has a landlord.

**Is the company applying for the consent the owner of the premises?**  
 Select Yes or No

If No - the customer applying for the consent doesn't own the premises at which the discharge takes place, please provide the following owner details:

- Name of the owner of the premises
- Address/postcode and telephone number of the owner – a copy of the variation will be sent to this address

**4. Variation Information**

A variation is required when the conditions in the original consent, or subsequent variations, need to be amended.

**Reason for Variation**

Provide details of reason why the variation is required, this could be

- Increase/decrease in production and resulting discharge volumes
- new production line or process introduced.
- new chemicals in process
- other reason

**Details of variation**

Please provide details where applicable

- details of volume figures discharged
- detail of any new substances or increase/decrease to existing levels



- other detail to support variation request

<p><b>5. Trade Effluent discharge description</b></p> <p><b>5.1 Production of Trade Effluent</b></p> <p><b>Trade conducted at the premises</b>                  What is the nature of the business conducted on the premises? This requires a description of your company’s main business activities and may NOT be the process producing the trade effluent.</p> <p><b>Describe in detail the process(es) from which the Trade Effluent arises</b>                  Describe detail of the actual process producing the trade effluent. This requires a specific description of the activity on the site that produces the effluent discharged to the public sewer. The description should be as detailed as possible. For example, ‘washing of vessels used to mix product’.</p> <p><b>5.2 Trade Effluent treatment</b></p> <p><b>Trade Effluent treatment to be given at site</b></p> <p>Provide details of any treatment that the effluent may receive before being discharged to sewer. Common examples of pre-treatment include; fat trap, oil interceptor, biological treatment plant, pH adjustment etc.</p> <p>If there is no treatment, then enter none.</p> <p><b>5.3 Nature and composition of Trade Effluent discharging to the public sewer</b></p> <p>Please note no effluent can be discharged:</p> <ul style="list-style-type: none"> <li>• with a temperature greater than 43 degrees centigrade</li> <li>• that gives off an inflammable vapour at less than 23 degrees centigrade</li> </ul> <p><b>Indicate if any of the below are relevant to the discharge.</b></p> <p>Please tick if any of the substances in the table are likely to be present in the discharge and provide any additional information. If there are substances not identified on the list please use a separate sheet and attach it to the application.</p> <p><b>5.4 Chemicals/substances to be discharged or stored on site (with the potential to be discharged into the public sewer)</b></p> <p>In this section, you should provide details of any constituents which have a reasonable potential to be present in the effluent to be discharged. Details of chemicals stored on site are required as they could pose a risk to the foul or surface sewerage system or treatment process if there was a spillage or leak.</p> <p>Anything not declared on this form that is subsequently found in the effluent will be</p>
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classed as offence under Section 118 (5) of the Water Industry Act 1991. Provide safety data sheets where available and continue on a separate sheet if you do not have enough space on the form.

You must declare any the substances included in the *Environment Agency List of Priority or Hazardous Substances* published by the Market Operator. It is available under the 'Forms' tab on the codes section: <https://www.mosl.co.uk/market-codes/codes>

Complete the table with any identified substances and use additional sheets if more space is required.

### 5.5 Volume of Trade Effluent

#### Maximum volume to be discharge (m<sup>3</sup> per 24 hours)

This is the maximum volume, in cubic meters, of Trade Effluent that's likely to be discharged in any 24-hour period. Please include all possible sources of effluent such as rinse waters and any contaminated surface water. The volume stated should reflect your current requirements. This volume is required to assess if the sewers, pumping stations and sewerage treatment works have sufficient capacity to accept the discharge at the volume you require.

#### Maximum rate at which will you will discharge (Litres per second)

This should be in litres per second (l/s) and is again used to assess capacity in our network, so this needs to be the highest rate that is likely to be discharged. For pumped discharges this will relate to the pump discharge rates and settings.

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

State the time period(s) and days that Trade Effluent will be discharged (e.g. Mon 00.01-23.59, Tue 09.00 - 19.00, etc.) Please give all days of the week that the site is discharging.

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

State the date on which the discharge will commence. For an existing Trade Effluent discharge, the start date or approximate date the discharge started. If you are unsure of an exact date, please provide an estimate.

#### Is this a continuous or batch discharge? (tick as appropriate)

Please identify by ticking the appropriate box if process is:

*Continuous* - if the discharge is undertaken all the time the process is undertaken

*Batch* – the discharge is collected and undertaken at a specific time not necessarily when the process is running

This information is required to help us determine the best sampling methodology



## 6. Trade Effluent sampling and monitoring

### 6.1 Sample Point Location

The sample point must be such that:

- It is easily accessible with safe and unobstructed access at all times. (the sampler must not have to enter a manhole chamber, confined space or be exposed to other hazards)
- It is representative of the Trade Effluent discharged to the public foul sewer.
- The Trade Effluent can be sampled separately from the sewerage or surface water

**Provide a description of the location of the sample point (and X-Y co-ordinates if known):**

You should describe the point from which samples representing the discharge will be taken in order that we can monitor your effluent and ensure it is taken from the correct point.

In some instances, more than one sample point may be required.

### 6.2 Drainage Plan

A drainage plan must be provided with the application. Failure to supply a suitable draining plan will result in a rejection of your application. See appendix 1 for example

The drainage plans should be an accurate representation of the drainage on site. Dependent on the complexity of the site drainage, the plans can be a detailed drainage survey or a simple sketch.

The following should be clearly marked on the plan:

- **The location of the sample point**
- **Point of entry into the Sewerage system,**

The plan should be appropriately coloured as follows:

**Red – Sewer network** **Blue – On-site surface water** **Green – Trade Effluent** **Brown – Domestic sewage**

If there is more than one Trade Effluent connection to the public sewer, they should be identified on the plan. A separate application is required for each connection to the foul sewer.

### 6.3 Connection to sewer location

**Provide the name of the street (or other identifying description) where the connection to the sewer is located**

Provide the street name or other description (e.g. West corner of Potters Field) detailing the point where the trade effluent discharge connects into the public foul sewer. This should also be detailed on the plan that you provide.

#### 6.4 Is this a proposed or an existing connection to the sewerage network?

Tick as appropriate to indicate if the discharge is via an existing connection to the foul sewer, or if the connection has yet to be constructed (proposed).

**Into which Sewerage network is the discharge intended to be made? (tick as appropriate)**

- Foul Sewer - A sewer that takes foul sewage or wastewater e.g. toilet.
- Combined Sewer - A public sewer that takes both foul and surface water
- Surface Water Sewer - The drainage system that takes rainwater.
- Direct to a sewerage treatment works – This would be via a private pipeline.

A trade effluent connection needs to be made to a public foul or combined sewer.

A discharge to Surface water for trade effluent will not normally be granted.

Discharges directly into the sewerage treatment works are usually via a private pipeline

Please speak to your wholesale provider if the connection point is not known.

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

Tick as appropriate to confirm

- Yes – if rainfall does discharge through the trade effluent sample point
- No – if no rainfall is discharge through the trade effluent sample point

If 'yes' then you need to provide the surface area detail of the contaminated and / or uncontaminated rainwater discharged to the foul sewer in section 6.6.

#### 6.6 Surface area drainage

Please only complete this section if you have answered Yes to question 6.5. If you answered Yes, please provide the relevant figures for:

- Contaminated surface area draining through Trade Effluent sample point in m<sup>3</sup>
- Non-contaminated surface area draining through Trade Effluent sample point in m<sup>3</sup>

Contaminated surface water is classed as any surface water or rain water that may have become contaminated by contact with other substances such as oils, grease, fuels, detergents etc.

Uncontaminated surface water is classed as rainwater that has passed directly from roof drainage into the sewer via the sample point

#### 6.7 Is there monitoring of the discharge, such as pH monitoring? (tick as appropriate)

Please confirm if there is any self-monitoring undertaken on the discharge such as temperature, pH, turbidity etc.

Tick as appropriate to confirm

- Yes – if there is monitoring of the discharge
- No – if there is no monitoring of the discharge



**Please provide further details**

If you indicated 'Yes', please provide some detail of the type of additional monitoring conducted on the Trade Effluent discharged.

**7. Volume Assessment**

**7.1 How is water supplied to the premises (tick all that apply)**

Please identify the option(s) from the list provided that apply to the site (more than one option may apply).

You may select more than one box

Mains water is the supply from a wholesaler

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

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

If your supply method is 'Other', please state the nature of the supply.

**Provide all the Supply (Mains/ Private / Other) Meter Serial numbers associated with the discharge (if applicable)**

Please provide details of all the supply meters associated with the discharge

**7.2 Provide details of any meters associated with the discharge**

These are meters that customers have installed and maintain and are **not** wholesaler meters.

Any additional meter information should be provided on additional sheets.

**What does the meter record? (tick as appropriate)**

- Trade Effluent – meter that records the volume of trade effluent discharged
- Private Water Supply – meter that records water consumption and is a private supply not provided by the wholesaler
- Water Sub-meter – a private meter that records the consumption to a particular process separate from the supply meter

Please identify the option(s) from the list provided that apply to the site (more than one option may apply).

The following information is required to ensure the correct meters are used and the appropriate volumes are calculated.



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

**Serial number**  
 This is the reference number stated on the meter which can be used to identify the meter.  
 It is usually located on the dial face, the meter housing around the face or on a metal or plastic plaque on the meter unit.

**Number of digits to provide reading to 1 m<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. After the decimal point the numbers and background are shown in a different colour.

**Unit of measurement: (tick as appropriate)**  
 Select whether your meter provides its reading in *Metric m<sup>3</sup>* or *Metric other*. Provide detail of measurement. The unit of measurement for the meter is stated on the dial face.

**Current reading of the meter**  
 Enter the current reading from your water meter

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

**Location of meter (tick as appropriate)**  
 Confirm if the meter is located inside or outside the building

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

**Attach to this application a current calibration certificate.**  
 If there is a current calibration certificate please ensure it is included with the application

**Is a current calibration certificate attached? (tick as appropriate)**  
 Confirm if a current calibration certificate is attached

**If no, what is the reason and last date of calibration?**  
 Provide details of why there is no current calibration certificate

**What is the frequency of calibration advised in the meter manufacturer specification?**  
 Provide the details of the calibration frequency as advised by the manufacturer. The frequency will be dependent on the meter type

**What is the date of the next calibration?**  
 Provide the date when the next calibration is due.

**7.3 Site consumption information**

The following details will assist in the calculation of the site water consumption and therefore the details must be as accurate as possible.

**Average water consumption (m<sup>3</sup> per day)**

Enter numbers only and use average figures based on consumption through meters



**Average consumption from sources other than mains supply (e.g. borehole, river, sea etc.)(m3 per day)**  
 Please state the source of supply if applicable, followed by the volume

**Average number of days worked per week**  
 This should be the general weekly working pattern

**Average number of weeks worked per year**  
 This should be the general annual working pattern

**Any regular or seasonal closure (if Yes state approximate dates and total days per year)**  
 Identify any regular annual shutdowns such as Christmas periods or maintenance shut downs

**8. Allowances**

Allowances may be applied for any water that is not returned to sewer (e.g. water into product, evaporative losses etc.). In order for these allowances to be given, they must be declared on the form, and sufficient evidence provided. These will be subject to agreement by the Wholesaler. You can submit a separate sheet if you do not have enough room on the form.

Please provide details on any water used on site that is subsequently not discharged back to sewer – e.g. water used in product.

Details of how the figures are derived must be provided in support of any declared allowances.

The figures should be provided in either % volume or m<sup>3</sup> per day

Please enter the figure against the representative allowance

- Evaporation – usually associated with steam loss
- In product – added to product and taken off site
- Other – example tankered off site

**9. Information relating to Health and Safety**

**9.1 Provide details of any particular Health and Safety considerations or access requirements that need to be observed by visitors to the premises such as PPE**

*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 Indicate if the premises is subject to Control of Major Hazards (COMAH) regulations (tick as appropriate)**



Select Yes or No
<b>9.3 Indicate if the Environmental Agency (EA) has issued an environmental permit in relation to the premises from which the Trade Effluent is to be discharged (tick as appropriate)</b>
<p>Confirm If you hold, or are in the process of applying for an environmental permit for the site identified (issued by the Environment Agency) Y/N</p> <p>If Yes please provide the details here, including the permit type and number.</p> <p>Confirm if there is an application in progress Y/N</p>

<b>10. Termination of trade effluent consent</b>
<p>Termination is when the consented trade effluent discharge has permanently ceased. The consent would be terminated and any new discharges would require application for a new consent.</p> <p><b>Reason request for termination</b></p> <p>Please provide reason for termination request. This is usually the trade effluent process has ceased permanently or the occupier has vacated site. If there is a new occupier, they will need to apply for a new consent as the consent is no transferable.</p> <p><b>Date of termination of Trade Effluent Consent</b></p> <p>This should be the date the discharge permanently ceased. Note no further discharges would be permitted after this date and any discharge would be illegal.</p>

<b>11. Discontinuation of trade effluent consent</b>
<p>Not all wholesalers offer this service so please check with the relevant wholesale provider before making the application.</p> <p>This is for a temporary cessation of the consent and not a permanent termination</p> <p><b>Reason for request for discontinuation</b></p> <p>Provide details for the request the temporary cessation</p> <p><b>Proposed start date of discontinuation of Trade Effluent Consent</b></p> <p>Provide proposed start date of the discontinuation</p> <p><b>Expected discharge renewal date</b></p> <p>Provide the date the discharge will recommence</p>



## 12. Declaration by the authorised signatory

The form should only be signed and dated by an appropriate person who represents the company making the discharge and applying for the consent.

All the relevant sections must be completed and the application will be rejected if any sections are omitted

Please ensure the form is signed; dated; name; role; company name; telephone number and email address are provided

It is a legal requirement for a signed copy of the trade effluent application to be provided. Failure to provide a signed copy may result in the application being rejected.

If a signed letter of authorisation has been provided, then a third party or other identified authorised person may complete the forms and sign the declaration.

## 13. Consent from the Retailer to contact the Non – Household Customer

This section must be completed by the retailer

The default position is that the Wholesaler will contact the NHHHC directly with regards to the application.

If this is not the case in this application please indicate the choice of contact

## 14. Declaration by the Retailer

Confirm if a SPID needs to be created

This is a declaration that the retailer believes the information being submitted on behalf of the non-household customer is true and accurate. The form must be signed by an appropriate person representing the retailer.

Please ensure the form is signed; dated; name; role; company name; telephone number and email address are provided.

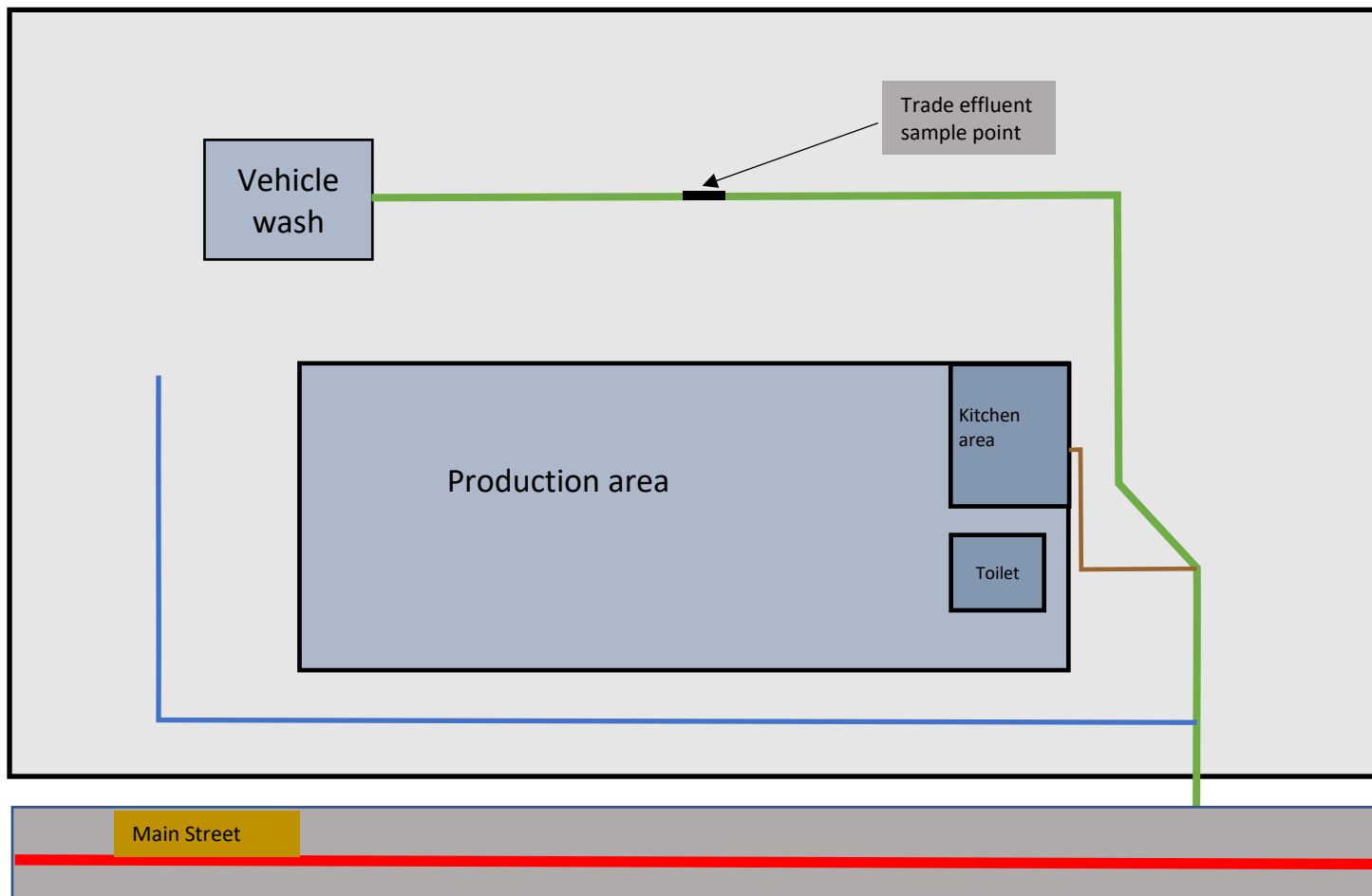
The form must be signed and dated after the NHH Customer

**Incomplete applications will not be processed, and may be rejected**

**Please note that completion of an application form does NOT give permission for the proposed discharge to commence.**

Appendix 1

Example of a good plan



- Red – sewer network
- Green – trade effluent
- Blue – on site surface water
- Brown – domestic sewage



