Guidance notes

Non-Household customer G/03 trade effluent discharge notice

General information

The G/03 application form offers guidance on the applying to gain a trade effluent consent, however the following guidance notes are provided to assist in more detail.

The G/03 form is to be used when:

- applying for a new trade effluent consent for less than a six-month period.

If consent is required for greater than six months, please use a G/02 form.

Form submission

All the relevant sections of the form must be completed, **apart from sections 1, 12 and 13**. Please leave these sections blank as they are for the retailer to complete.

The form should be signed and dated by the applicant and the retailer. **The signature must be a physical hand 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, however, please note all pages of the application are required and not just the final signed page. Without the signed copy, the application will not be granted and rejected at the first instance.

The form should be submitted to the retailer that represents the site's sewage supply. When the application has progressed to the Water Network owner, a unique reference number will be generated. This should be used in any correspondence relating to the application.

Additional information

Please ensure that any other additional information relevant to the application is attached upon submission e.g. maps, drainage plans, chemical information and extra comments.

Although we may assist in the completion of the application, and we submit the form to the Water Network Owner on your behalf, it remains your responsibility to ensure all details are accurate.

If the application is being completed and signed by a third party, a letter must be provided confirming they have authorisation to act on behalf of the NHH customer before it can be processed.

Guidance on completion

Section 1 - Retailer details

Please leave this section of the form blank as this is for the retailer to complete.

Section 2 - Type of applications

This section lets the Water Network Owner determine what the application is for. Selecting the wrong option may lead to a rejection or delay in the process.

Below are the options that Thames Water offer:

A - Temporary discharge of 6 months or less

- If the discharge is greater than six months, a permanent consent must be applied for using the alternative G/02 application form available from our website.

B - Multisite activity

- Thames Water do not offer multisite activity so please do not select this option.

Section 3 - Details of applicant to which the application relates

For legal reasons, it is extremely important that a consent is issued in the correct name. It is essential that the details in this section are correct and up to date. Please select the relevant 'legal status' of the applicant from the drop-down menu provided.

Section 3.1 - Information about the organisation applying for the consent to discharge

The application should be for the person/organisation that is responsible for the discharge.

Please indicate the legal status of the company or organisation, (select one of the following options from the drop-down menu):

- A company or body corporate – the name must be registered with Companies House and the company registration number must be provided as proof of this status.
- Government organisation – for example a local authority.
- Sole trader – if you are operating as an individual please provide your full name as the legal name. If you operate under a different name, this would fall under Trading As field.
- Partnership – this is a group of people carrying out a business together that is not incorporated into a registered company. Please provide the full names of all individuals in the partnership. The application must be signed by a representative from each of the parties involved.

Please provide the full legal entity of the company.

- The company name should match Companies House records exactly.
- In the case of a sole trader, please provide your name.
- In the case of a partnership, as mentioned, please include the names of all partners.

If the trading name of the company or organisation is different - if you operate under a different name than the legal name provided above, please state so here. For example, if Mr John Doe operate a business called “Car Wash”, the legal name would be Mr John Doe and the trading name would be “Car Wash”.

Section 3.2 - Registered address and other details

Please provide the address and postcode.

- If the applicant is a registered company, please provide the address on Companies House associated to the registration number. Please note this must match exactly.
- If it is not a registered company, a private address may be used.
- Enter the postcode related to the address used above.

Is the organisation a registered company?

- If the company is registered with Companies House, please select “Yes” from the drop-down menu. If the answer is “Yes” then row 32 becomes a mandatory field.

If Yes, please enter the Companies House registration number.

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

Name of the principle contact at the registered address.

- This should be a contact at the head office of the business as a physical copy of the consent may be sent out to them.

Section 4 - Trade premises details to which the application for consent applies

Section 4.1 - Premises details

This is the premises from which the trade effluent will be discharged. Please complete all the fields relating to the address from where the discharge will take place. (Please also double check this information is correct, if consent is granted for the wrong premise, it cannot be transferred)

Please provide any Supply Point ID(s) given to the premises.

SPIDs (Supply Point Identifications) 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 (if applicable) in the G/03 form field. If this is not provided the application may be rejected.

Section 4.2 - Operational information

Please provide the operation hours for the premises.

- Please indicate the normal working hours of the site, e.g. Monday to Friday, 9am to 5pm.

Section 5 - Contact details

Primary trade effluent contacts responsible for the discharge(s) - 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. Please complete all the associated fields.

Section 6 - Proposed duration of temporary discharge

This is for applications that are temporary in nature, less than a six-month period and with a known end date.

- Start date - please provide the date from which you would like to start discharging. If you are unsure of the exact date, please provide an estimate. (Please note, Thames Water will not back date consents).

- End date – please provide the date the discharge will end. If this is not known, please provide an estimate.

Section 7 - Trade effluent discharge description

Section 7.1 - Production of trade effluent

For trade conducted at the premises, please tell us what the nature of the business conducted on the premises is. This requires a description of the company's main business activities and may not be the process relating to the trade effluent discharge.

Describe in detail the process(es) from which the trade effluent arises:

- Describe in detail, 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.

Section 7.2 - Trade effluent treatment

For trade effluent treatment to be given at site, please provide details of any treatment that the effluent may receive before being discharged to sewer. This is commonly known as interceptors, biological treatment plants or pH adjustments, etc.

If there is no treatment, please enter 'None' in this field.

Section 7.3 - Nature and composition of trade effluent discharging to the public sewer

Please note that no effluent can be discharged:

- with a temperature greater than 43 degrees centigrade
- if it gives off an inflammable vapour at less than 23 degrees centigrade.

This information should be completed in table 1 available on the work sheet called "table 1".

If the substances to be discharged are not listed here, you can submit a separate sheet with the intended chemicals listed.

Section 7.4 - Chemicals/substances to be discharged or stored on site (with the potential to be discharged into the public sewer)

This information should be completed in table 2 available on the application form. (Same as table 1, it is on a separate worksheet within the Excel document.)

In the table, please provide details of any constituents which have 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 sewage system and the treatment process if there was a spillage or leak.

Anything not declared on this form that is subsequently found in the effluent, will be classed as an offence under section 118 (5) of the Water Industry Act 1991. Please provide safety data sheets where available and continue on a separate sheet if you do not have enough space on the table.

You must declare any 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.

Section 7.5 - Volume of trade effluent

Maximum volume to be discharged (M3 per 24 hours)

This is the maximum volume, in cubic meters, of trade effluent that is likely to be discharged in any given 24-hour period. Please take into account 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 treatment works have sufficient capacity to accept the discharge at the volumes requested.

Maximum rate at which will you discharge (litres per second)

This should be in litres per second and is again used to assess capacity in our network. 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

Please state the time periods and days that the effluent will be discharged.

Section 8 - Trade effluent sampling and monitoring

Section 8.1 - Sample point location

The sample point location must be:

- 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)
- representative of the trade effluent discharged to the public foul sewer
- in a place where the trade effluent can be sampled separately from the sewerage or surface water.

Please provide a description of the location of the sample point - you should describe the point from which the samples representing the discharge will be taken so that we can monitor your effluent and ensure it is taken from the correct point.

In some cases, more than one sample point may be required. However, if this is not applicable please enter ‘N/A’ in this field.

Section 8.2 - Drainage plan

A drainage plan must be provided with the application.

The following should be 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 – the 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.

Section 8.3 - Connection to sewer location

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

Please also provide the street name or other description 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.

Section 8.4 - Is this a proposed or an existing connection to the sewerage network?

Select the appropriate answer from the drop-down menu.

Into which sewerage network is the discharge intended to be made? Please select either foul or combined sewer from the drop-down menu:

- Foul sewer – a sewer that takes foul sewage or waste water e.g. a toilet.
- Combined sewer – a public sewer that takes both foul and surface water.
- Surface water sewer – Thames Water will not give consent for this type of sewer.
- Direct to a sewerage treatment works – Thames Water will not give consent for this type of sewer.

Section 8.5 - Is there any rainfall discharged through the trade effluent sample point?

Please select ‘Yes’ or ‘No’ from the drop-down menu.

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

If the answer is ‘Yes’, then section 8.6 becomes mandatory.

Section 8.6 - Surface area drainage

This section should only be completed if the answer in section 8.5 is ‘Yes’.

- Contaminated surface area draining through the sample point in m2.
- Non-contaminated surface area draining through the sample point in m2.

Contaminated surface water is classed as any surface water or rain water that may have come into contact with other substances such as oils, grease etc.

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

Section 8.7 - Is there monitoring of the discharge, such as pH monitoring?

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

Select as appropriate:

- Yes – if there is monitoring.
- No – if there is no monitoring.

Please provide further details.

If you selected 'Yes' to the above, please provide details of the type of monitoring conducted on the effluent.

Section 9 - Volume assessment

Section 9.1 - Is there a meter which directly measures the trade effluent discharged?

Please select the appropriate answer from the drop-down menu:

- Yes – if there is a meter directly measuring the volume of trade effluent discharged.
- No – if there Is no meter directly measuring the volume of the trade effluent discharged.

Section 9.2 - If Yes, provide details of any meters associated with the discharge

What does the meter record? Please select the appropriate answer from the drop-down menu:

- 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 Water Network Owner.
- Water sub-meter – a private meter that records the consumption to a particular process separate from the supply meter.

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

For short term consents, please only select the trade effluent option if it applies. If there is not a meter relating to this, then please select ‘No’ in section 9.1.

Meter manufacturer and model - this can 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 1m3 - enter numbers only in this field, not text. 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 – please tick the appropriate answer to confirm if the reading in metric m3 or other – please specify details. Most meters record in metric m3. If the method of recording is different, this should be identified.

Section 9.3 - If ‘No’ to 9.1 please provide details of how the volume will be assessed

Provide specific details on how the volume discharged will be measured and determined.

Section 10 - Information relating to Health and Safety

Section 10.1 - 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

PPE stands for Personal Protection Equipment, e.g. eye wear, gloves, hard hat, etc.

Section 10.2 - Indicate if the premises are subject to control of major hazards (COMAH) regulations

Select ‘Yes’ or ‘No’ from the drop-down menu.

Section 10.3 - 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

Confirm if you hold, or are in the process of applying for, an environmental permit for the site.

Select ‘Yes’ or ‘No’ from the drop-down menu.

If ‘Yes’, please provide the details below, including the permit type and number.

Confirm if there is an application in progress by selecting ‘Yes’ or ‘No’ from the drop-down menu.

Section 11 - 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. It is worth noting that the legal entity must be used in this declaration and not the trading name.

All relevant sections must be completed, and the application will be rejected if there is any missing information.

Please insure the form is signed, dated, and includes the following information: name, role, company legal entity, telephone number and email address.

It is a legal requirement for a signed copy of the trade effluent application to be provided, this can be a scanned copy.

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.

Section 12 - Consent from the Water Network Owner to contact the Non-Household Customer

Please leave this section blank as it is for the retailer to fill in.

Section 13 - Declaration by the Retailer

Please also leave this section blank as it is a Water Network Owner section.

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