

Guidance notes

Non-Household customer G/02 trade effluent discharge notice

General information

The G/02 application form, which offers guidance on the completion to gain a trade effluent consent, however the following guidance notes are provided to assist in more detail. (Consent for permanent discharge > six months duration.)

The G/02 form is to be used when:

- applying for a new trade effluent consent for greater than a six-month period
- requesting a variation of an existing long-term consent
- requesting that an existing consent is to be terminated

If consent is required for less than six months, please use a G/03 form.

Form submission

All of the relevant sections of the form must be completed apart from sections 1, 13 and 14. 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 in the first instance.

The form should be submitted to the Water Network Owner 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.

Temporary applications

If the discharge is for exactly six months or less, a different form is required. This is the G/03 form, which is also available on our website at castlewater.co.uk/info.

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 - Discharge for which no consent exists

This includes:

- a new application where no consent currently exists and is required for a duration of greater than six months
- where there has been a change of occupier at the consented premises
- where the legal entity of the occupier and consent holder changes

B - Variation to an existing Consent

This is where a consent is already in place for a site 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.

The following are examples of what a variation may be requested for.

- Changes in volumes or rates of discharge 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.

C - Change of occupier at the consented premises (this includes any change in legal identity of the company)

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 entity 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

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

Please do not select this option as this is not offered.

F - Renewal of existing consent after discontinuation

Please do not select this option as this is not offered.

G - Termination of consent

This is to terminate an existing consent. Please make sure the discharge has permanently ceased or the occupier has vacated the premises. If a consent is terminated, no further discharge of trade effluent can take place without reapplying.

Each option will list which sections of the application must be completed before submission. Please note this is a legal declaration and ensures that the information provided is correct and is an accurate representation of the activity and discharge.

Section 2.2. Consent / DPID / SPID information

Please provide the trade effluent consent reference number or Discharge Point ID.

This information is required for any variation/termination requests. Without this the Wholesaler cannot pair the request to the current consent.

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

SPID (Supply Points IDs) are unique codes given to the water supply point and the sewage supply point. On the application the Sewage SPID must be stated. If this is not provided the application may be rejected. If you are unsure, assistance is available.

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. So, 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 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.

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 on 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 3.3. Trade Premises details to which the 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. (Please also double check this information is correct, if consent is granted for the wrong premise it cannot be transferred.)

Primary trade effluent contact at the premises - this is the individual who will act as the main point of contact for the application and for matters relating to trade effluent at the premises.

Section 3.4. 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.

Out of hours contact details.

- Please enter the required information. If only a land line or mobile is available, please insert this into the other field so that it will pass the automated system.

Provide the Standard Industry Classification or SIC code where known:

- Your 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. If there are multiple SIC

codes for the business, please provide only the primary SIC code. If this is unknown, please leave this field blank.

SIC code type:

- Please select an option from the provided list if you have provided a SIC code above.

Section 3.5. Owner of the premises

Wholesalers have a legal duty to send a copy of the consent/direction to the owner of the premises, so please provide details for the owner if they are not the applicant, e.g. if you have a landlord.

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

- Select 'Yes' or 'No' from the drop-down menu.
- If the answer is no, then please fill in the fields below.

Section 4. Variation information

Reason for variation - provide details of the reason why the variation has been requested. This could be due to:

- increase/decrease in production, resulting in discharge volumes
- new production line or process introduced
- new chemicals in process
- other reason

Details of variation. Please provide the following details where applicable:

- How volume figures discharged
- Any new substances or increase/decrease to consented levels
- Other details to support variation request

Section 5. Trade effluent discharge description

Section 5.1. 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 5.2. 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 5.3. 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 5.4. 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 5.5. 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.

Proposed starting date for discharge

State the date on which the discharge will commence. If you are unsure of an exact date, please

provide an estimate.

Is this a continuous or batch discharge?

Please select the relevant option from the drop-down menu:

- Continuous – if the discharge is undertaken at all times, the process is continuous.
- Batch – the discharge is collected and undertaken at a specific time not necessarily when the process is running.

This is required to help the Wholesaler determine the best sampling method.

Section 6. Trade effluent sampling and monitoring

Section 6.1. 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.

Section 6.2. 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 6.3. Connection to sewer location

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

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 6.4. 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 consent for this type of sewer
- Direct to a sewerage treatment works – Thames Water will not consent for this type of sewer

Section 6.5. 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 6.6 becomes mandatory.

Section 6.6. Surface area drainage

This section should only be completed if the answer in section 6.5 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 6.7. Is there monitoring of the discharge, such as pH monitoring?

Please confirm if there is any self-monitoring is 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 7. Volume assessment

Section 7.1. How is water supplied to the premises?

Please select either 'Yes' or 'No' from the provided drop-down menus that apply to the site. More than one option may apply to the site.

If you receive water from a private network, indicate the name of the supplier. For a 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 and not to the Water Network Owner directly.

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

Please provide the meter serial numbers for the supply points associated with the discharge. If applicable, please provide details of all the meters for the supply associated with the discharge.

Section 7.2. Provide details of any meters associated with the discharge

This is in a separate tab on the G/02 application form.

Section 7.3. Site consumption information

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

Average water consumption (m³ per day) - enter numbers only and use average figures based on consumption through meters.

Average consumption from sources other than the mains supply - 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. Please note only numbers are accepted in this field.

Average number of weeks worked per year - this should be the general annual working pattern. Please note only numbers are accepted in this field.

Any regular or seasonal closure (if 'Yes' state the approximate dates and total days per year) - identify any regular annual shutdowns such as Christmas or maintenance periods.

Section 8. Allowances

Allowances may be applied for any water that is not returned to sewer. 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 products.

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 m³ 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 reasons e.g. tankered off site, etc.

Section 9. Information relating to Health and Safety

Section 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

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

Section 9.2. Indicate if the premises are subject to control of major hazards (COMAH) regulations

Select 'Yes' or 'No' from the drop-down menu.

Section 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

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 10. Termination of trade effluent consent

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.

Reason request for termination - please provide a valid reason for the termination. This is usually that the trade effluent process has ceased permanently, or the occupier has vacated the site. If there is a new occupier, they will need to apply for a new consent as the consent is non-transferable.

Date of termination of trade effluent consent - this should be the date that the discharge permanently ceased. **Please note if any discharge occurs after this date it would be classed as illegal.**

Section 11. Discontinuation of trade effluent consent

This is not offered by Thames Water so please leave blank.

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

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

Please ensure 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 13. Consent from the Water Network Owner to contact the Non-Household Customer

Please leave this section blank as it is for the Water Network Owner to fill in.

Section 14. 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.