Service Guidance

Combustible Waste

WSC-Guidance-C-001 – Issue 1 – July 2017

Document Control

<table>
<thead>
<tr>
<th>Name</th>
<th>Role</th>
</tr>
</thead>
<tbody>
<tr>
<td>Originator:</td>
<td>Howard Falconer</td>
</tr>
<tr>
<td>Checker:</td>
<td>Steve Fraser</td>
</tr>
<tr>
<td>Approver:</td>
<td>Dr Craig Ashton</td>
</tr>
<tr>
<td></td>
<td>Waste Services Manager</td>
</tr>
<tr>
<td></td>
<td>Waste Services Manager</td>
</tr>
<tr>
<td></td>
<td>Head of Waste Management Services</td>
</tr>
</tbody>
</table>
Executive Summary

The Low Level Waste Repository Ltd (LLWR) has implemented a framework contract which allows customers to access combustible waste treatment in two ways, via the Standard and the Non-Standard Service. The Standard Service is aimed at reducing the amount of paperwork, administration and tendering required; and increasing the ease and speed of access for the customer. For larger, more complex projects, or where waste does not fit within the Standard Service, customers can access the LLWR Combustible supply chain via the Non-Standard Service, which is a competitive tender process.

This document provides guidance to LLW Repository Ltd customers accessing the Standard and Non-Standard Combustible Waste Services. This document should be read in conjunction with the LLWR Combustible Waste Acceptance Criteria (WSC-WAC-COM) and the individual Service Provider WACs.

If you need any assistance or have any questions regarding the various WACs or LLWR’s Waste Services, please contact the LLWR Customer Team by telephone: (019467) 70300 or by e-mail: customerteam@llwrsite.com.
References

1. Introduction
This document provides guidance for customers wishing to access the LLW Repository Ltd’s Combustible Waste Service (‘Lot 4’) via the Waste Services Contract.

This is a guidance document only and has been produced to help customers access the LLWR Combustible Waste Service. It does not aim to represent the full range of acceptance criteria for each combustible waste treatment Service Provider; these requirements are defined in each provider’s service-specific Waste Acceptance Criteria (WAC).

For a waste consignment to be accepted, it is necessary for the customer to ensure that waste complies with the WAC of the relevant Service Provider. In addition, waste can only be accepted from customers in accordance with LLWR’s Waste Acceptance Procedure.

2. Background
The UK Strategy for the Management of Solid Low Level Radioactive Waste from the Nuclear Industry (NDA, 2010) provides a high level framework governing the management of LLW. The strategy has three guiding themes:

- Application of the Waste Hierarchy
- The best use of existing LLW management assets
- The need for new fit-for-purpose waste management routes.

Through the Waste Services Contract, LLWR provides consignors from across the UK with access to fit-for-purpose management, treatment and disposal routes. Access to these Services gives waste producers greater flexibility in managing LLW, offers the potential for greater cost efficiencies and results in less waste being disposed of at the LLWR site.

The Combustible Waste Treatment Service, using thermal treatment to reduce LLW disposal volumes, forms a key component in the implementation of the National Strategy.

A wide variety of materials are suitable for combustible treatment, which can reduce waste volumes disposed at the LLWR by up to 100%.
3. **Combustible Service Providers Overview**

LLWR provides access to four incinerators in the UK, and one overseas. Figure 1 shows the location of the facilities currently available through the LLWR framework.

LLWR continue to work with the supply chain to increase the capability of the current facilities and will, if appropriate, add new incinerators to the service as they become available.

---

**Veolia, Ellesmere Port**

A high temperature rotary kiln incinerator. The facility is designed to process hazardous, non-hazardous & low level radioactive waste. Veolia has an EPR10 permit which allows them to process a full range of alpha, beta & gamma-containing wastes. Waste is managed through the incinerator to ensure that the output ash is suitable for disposal at a permitted landfill.

**Cyclife, Sweden**

Cyclife operates a dedicated radioactive waste incineration facility in Nyköping, Sweden, treating wastes from various countries including the UK, Germany, Italy and Sweden. The Cyclife incinerator processes waste in batches per customer and the secondary waste is returned for disposal to the country of origin. Cyclife also operate a pyrolysis unit for treatment of uranium contaminated wastes.

**Tradebe, Fawley**

A high temperature rotary kiln incinerator. Commissioned in 1990, the plant is designed to process approximately 45,000 tonnes of hazardous, non-hazardous and low level radioactive waste per annum. The plant has an EPR10 permit to accumulate and process low level radioactive waste. Waste is managed through the incinerator to ensure that the output ash is suitable for disposal at a permitted landfill.

**Augean, East Kent**

A high temperature rotary kiln incinerator built in 1998. The facility has an overall throughput up to 10,000 tonnes per annum, with a standard throughput rate of 1.5 tonnes per hour. The plant has an EPR10 permit for processing radioactive waste. Waste is managed through the incinerator to ensure that the output ash is suitable for disposal at a permitted landfill.

**Grundon (through Atkins), Slough**

A stepp hearth design incinerator. Grundon hold an EPR10 permit which allows the facility to receive low level radioactive wastes for processing. Grundon has an internal buffer store which is used for managing the input requirements of the incinerator. Waste is managed through the incinerator to ensure that the output ash is suitable for disposal at a permitted landfill.

---

*Figure 1: Map of Combustible Waste Treatment Facilities*
Additional information on general service requirements and an indication of the types of acceptable and restricted materials accepted under each service are given in section 4 below; however it does not represent the full WAC requirements of the various incineration facilities. The service-specific requirements are fully detailed in each Service Provider’s WAC; copies can be obtained by contacting the LLWR Customer Team.

4. Combustible Services, General Requirements and Restrictions
The information provided in section 4 is general guidance only and is provided as an aid to customers when considering if a waste will require the Standard or Non-Standard Service. The information on general service requirements and restrictions should be read in conjunction with the relevant combustible service Waste Acceptance Criteria.

4.1 Standard Service
LLWR has negotiated with its combustible waste treatment providers a defined set of rates for waste that falls within a set of pre-agreed parameters such as weight, dose rate, activity and package type. This removes the requirement to negotiate rates, terms and conditions for each waste consignment, whilst ensuring that the waste is sent to the most appropriate Service Provider at a competitive price. The principal benefit of this service is reduced paperwork and timescales. LLWR aims to issue a Waste Services Quotation within 10 working days of receiving a completed WCI and manifest or item register.

The Standard Service includes:
- Drummned Solid Dry Waste Standard Service
- Loose Bagged Solid Dry Waste Standard Service
- Wheelie Bin Standard Service

4.2 Non-Standard Service
The Non-Standard Service is for waste that does not meet the requirements of the Standard Service, or for larger bespoke projects.

If a waste does not meet the requirements of the Standard Service, in the first instance customers should contact the LLWR Customer Team.
To access the Non-Standard Service the customer will need to provide a scope of work using the Waste Enquiry Form (WEN). LLWR will carry out a tender process, giving each of our Service Providers the opportunity to bid for the work, ensuring the customer obtains the correct service at the best price. LLWR aims to issue a Waste Services Quotation within 30 working days of receiving a completed WEN.

The Non-Standard Service can, however, also be used for waste that meets the requirements of the Standard Service. This is particularly beneficial if the customer’s requirement involves multiple scheduled consignments. In this instance the Non-Standard Service may be used to award multiple consignments to the same Service Provider reducing the need for a quotation on a per-load basis.

If specific constraints apply that restrict the choice of Service Provider acceptable to the customer, then this should be communicated to LLWR in advance of the competition process. LLWR must comply with procurement rules and offer a transparent and competitive process. LLWR are therefore unable to direct award work to a Service Provider at the request of a customer.

4.3 Restricted materials

Inclusion of the following materials is limited, or restricted. Customers considering combustible waste treatment for any of the materials listed below should consult the facility WAC, and speak with the LLWR Customer Team:

- sealed radioactive sources
- iodinated wastes
- mercury contaminated wastes
- asbestos
- batteries
- smoke detectors
- large metallic large items such as, valves, pumps, flanges
- lead metal
- uranium and thorium metal compounds
- radium dials, or radioactive luminous articles (e.g. watches, clocks.)
- hazardous waste, unless it meets WAC requirements, or is agreed in advance
- concrete, rubble and asbestos
• explosive materials
• aerosol cans, gas cylinders or other pressurised receptacles.

Full details of restricted and acceptable materials can be found in the individual Service Provider WACs.

4.4 Waste Types and Services
The following sections provide details on how to access both the Standard and Non-Standard Services in relation to different waste types and waste services.

4.4.1 Solid Dry Waste
Examples of solid combustible waste include:
• plastic
• rubber
• barrier waste and PPE
• cellulosic materials and wood
• soil
• filters.

Further details of acceptable solid waste are provided in the individual incinerator WACs.

In some instances waste may be damp or contain liquids, for example scintillant in vials. In these cases the amount of liquid in a solid drum must not exceed 20 litres and customers are required to notify LLWR prior to acceptance.

Solid waste can be consigned in a range of suitable packages with pre-agreement by the Service Provider through LLWR. Packages suitable for consigning dry solid waste through the Standard Service are:
• plastic, fibre, or steel drums up to 220 litres
• standard bagged waste
• builders bags up to 1m³.
This guidance provides details for drummed or bagged waste. Customers considering using builders bags or similar, should contact LLWR in advance and discuss any specific requirements.

4.4.1.1 Drummed Waste Standard Service – solid dry waste

If the waste meets the requirements in Table 1, then it is likely to be suitable for the Drummed Waste Standard Service.

Table 1

<table>
<thead>
<tr>
<th>Parameter</th>
<th>General requirement (per drum)</th>
<th>Further comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Volume</td>
<td>&gt;0.03m³ &lt;0.22m³</td>
<td>Suitable plastic, fibre board or steel drums. Waste that has undergone Low Force Compaction can be accepted.</td>
</tr>
<tr>
<td>Weight</td>
<td>Max 150kg</td>
<td>Heavier drums may be acceptable with prior approval.</td>
</tr>
<tr>
<td>Alpha activity</td>
<td>Max 10MBq</td>
<td>Individual package. Drums should generally be kept to &lt;1MBq total alpha.</td>
</tr>
<tr>
<td>Non-alpha activity</td>
<td>&lt;48MBq (excludes 14C &amp; 3H – see WAC for limits)</td>
<td><strong>Note:</strong> Individual and consignment nuclide limits apply – refer to Facility WACs for more details.</td>
</tr>
<tr>
<td>Drum surface contact dose rate</td>
<td>&lt;20µSv/h</td>
<td>Dose rates in excess of 20µSv/h may be accepted with prior approval.</td>
</tr>
</tbody>
</table>

See section 5 for details on how to access this service. Customers wishing to consign waste through the LLWR Combustible Waste Service should familiarise themselves with the Service Provider WACs.

Under the Standard Service, drums can be transported palletised on a curtain-sided vehicle, or in a FHISO container. When transporting FHISO containers, a side loading vehicle must be used to ensure the container can be unloaded at the receiving facility without the need for additional lifting equipment.

LLWR can provide steel drums to customers; please visit the packaging Section of the LLWR website for more details: [www.llwrsite.com/waste-services/our-services/packaging/package-guides/](http://www.llwrsite.com/waste-services/our-services/packaging/package-guides/). Purchase of drums is also requested through the eLogistics system.

4.4.1.2 Loose Bagged Waste Standard Service – solid dry waste

If the waste meets the requirements in Table 2, then it is likely to be suitable for the Loose Bagged Waste Standard Service (excluding builders bags or similar).

Table 2

<table>
<thead>
<tr>
<th>Parameter</th>
<th>General requirement</th>
<th>Further comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Volume</td>
<td>&lt;0.1m³</td>
<td></td>
</tr>
<tr>
<td>Weight</td>
<td>Max 25kg</td>
<td>Maximum weight per bag.</td>
</tr>
<tr>
<td>Alpha activity</td>
<td>Max 5MBq</td>
<td>Individual bags should generally be kept to &lt;1MBq total alpha.</td>
</tr>
<tr>
<td>Non-alpha activity</td>
<td>&lt;48MBq (excludes $^{14}$C &amp; $^3$H – see WAC for limits)</td>
<td><strong>Note:</strong> individual and consignment nuclide limits apply – refer to facility WACs for more details.</td>
</tr>
<tr>
<td>Bag surface contact dose rate</td>
<td>&lt;10μSv/h</td>
<td>Higher dose rates may be acceptable upon agreement with LLWR and the Service Provider.</td>
</tr>
</tbody>
</table>

Under the Standard Service, loose bags can be transported in a FHISO container. When transporting FHISO containers, a side loading vehicle must be used to ensure the container can be unloaded at the receiving facility without the need for additional lifting equipment.
4.4.1.3 Wheelie Bin Standard Service – solid dry waste only

LLWR offers a wheelie bin service through which the Service Provider can provide lined 770litre wheelie bins for consignment of solid dry combustible waste.

If the waste meets the requirements of Table 3, then it is likely that it will be suitable to be consigned for incineration in a wheelie bin.

<table>
<thead>
<tr>
<th>Parameter</th>
<th>General requirement (per bin)</th>
<th>Further comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Volume</td>
<td>0.77m$^3$</td>
<td>Lined wheelie bins maximum of 770L.</td>
</tr>
<tr>
<td>Weight</td>
<td>Max 250kg</td>
<td>Maximum weight per bin or as per manufacturer’s design if less than 250kg. In some instances heavier bins will be accepted but this must be agreed in advance with LLWR.</td>
</tr>
<tr>
<td>Waste dimensions</td>
<td>&lt;800mm</td>
<td>No single item to be longer than 800mm.</td>
</tr>
<tr>
<td>Alpha activity</td>
<td>Excepted package limits</td>
<td>Excepted package limits apply to each individual bin.</td>
</tr>
<tr>
<td>Non-alpha activity</td>
<td>Excepted package limits</td>
<td>Excepted package limits apply to each individual bin.</td>
</tr>
<tr>
<td>Wheelie bin surface contact dose rate</td>
<td>&lt;5μSv/h</td>
<td>Excepted package limits apply to each individual bin.</td>
</tr>
</tbody>
</table>

Examples of waste suitable for consignment in wheelie bins include:

- plastic
- rubber
- barrier waste and PPE
- cellulosic materials and wood
- soil
- filters.

Full details of restricted and acceptable materials can be found in the Service Providers' WACs.
Customers accessing the wheelie bin service for the first time should follow the Non-Standard process (section 5.2). When completing the WEN, customers should indicate if it is to be a one-off consignment of bins, or if they require a rolling collection service covering single or multiple years. If a rolling service is required, the frequency and number of bins required must be provided on the WEN.

Table 3 provides information on the general requirements for loading bins. This must be read in conjunction with the WAC for the Service Provider who has provided the bins. It is generally recommended that wheelie bin loads should, where possible, be made up of mixed materials to ensure a swift burn process. Please note that waste containing free liquid is not acceptable for consignment in wheelie bins. Wheelie bins are suitable for solid waste only.

Delivery and collection of bins will be provided by the Service Provider; bins can only be filled and returned to the Service Provider who provided them. Typically up to 30 wheelie bins can be transported on a curtain sided vehicle fitted with a tail lift. LLWR are able to provide waste loading plans for transportation of wheelie bins, please contact the Customer Team to discuss.

4.4.2 Liquid Waste

Liquid combustible waste may include:

- oils
- scintillant
- redundant chemicals (with prior agreement)
- contaminated water
- sludge
- zinc bromide (with prior agreement).

Further details of acceptable liquid waste are provided in the individual Service Provider WACs.

Drummed liquids of volume less than 25 litres are suitable for direct burn subject to meeting the activity limits given in the relevant WAC. Bulk liquids in excess of 25 litres may be fed into the incinerator by direct injection.

To allow direct injection, liquid wastes must be free flowing, fully pumpable and, as far as possible, free from suspended solids. If necessary, waste should be filtered before consignment. Any remaining solids must not exceed 3mm and LLWR must be notified prior to acceptance. If
you cannot meet these conditions or you are unsure of the requirements, please contact LLWR.

Some sludges are also acceptable for incineration. Customers considering incineration of sludge should contact the LLWR Customer Team to discuss the most appropriate way to access the service.

The packages used to consign bulk liquid waste will also be incinerated unless the customer specifically requests for them to be returned.

Liquid Waste can be consigned in a range of suitable packages subject to the package meeting the relevant transport regulations, and advance agreement by the Service Provider through LLWR. Packages suitable for consigning liquid waste through the Standard Service include:

- plastic or steel drums certified for liquids up to 210 litres
- Intermediate Bulk Containers (IBCs) up to 1m³ (larger ones may be accepted with prior agreement). IBCs must have fork pockets, or be palletised.
4.4.2.1 Liquid Waste Standard Service

If the waste meets the requirements in Table 4, then it is likely to be suitable for the Liquid Waste Standard Service.

Table 4

<table>
<thead>
<tr>
<th>Liquid Waste – Standard Service General Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>Parameter</td>
</tr>
<tr>
<td>Volume</td>
</tr>
<tr>
<td>Weight</td>
</tr>
<tr>
<td>Alpha activity</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>Non-alpha activity</td>
</tr>
<tr>
<td>Package surface contact dose rate</td>
</tr>
</tbody>
</table>

Under the Standard Service, drums can be transported palletised and on a curtain-sided vehicle, or in a FHISO container. IBCs can also be consigned on a curtain-sided vehicle if they are presented on a pallet or have fork pockets.

LLWR can provide steel drums rated for liquids; please visit the packaging Section of the LLWR website for more details [www.llwrsite.com/waste-services/our-services/packaging/package-guides/](http://www.llwrsite.com/waste-services/our-services/packaging/package-guides/). Purchase of drums is requested through the eLogistics system, details of which are provided in the eLogistics Customer User Manual, available on the LLWR website.

5. Accessing the Services - the process and forms
The flow diagram in Figure 2 shows the process for accessing the Standard and Non-Standard Combustible Waste Services. The following sections provide further guidance on the requirements at each stage.

Figure 2: Standard and Non-Standard Service Flow Diagram
5.1 Standard Service

If the waste to be consigned meets the requirements for one of the Standard Services, then the customer may proceed directly to the Waste Consignment Information Form (WCI) for Diversion Services (reference: WSC-FOR-WCI_DIV). This form can be found at http://llwrsite.com/waste-services/waste-acceptance-procedure/.

The fully completed WCI must be accompanied by an item register/manifest. The example item register tab located on WCI form can be used. If a customer uses their own manifest, the format must be agreed in advance with LLWR and must be on a per-package basis and, as a minimum, include:

- unique package ID
- contents description
- gross weight & volume
- net weight & volume
- contact dose rate
- full nuclide breakdown.

To be able to complete the WCI, the customer must also have in place an approved Waste Loading Plan. When submitting the WCI, the customer should indicate when they would like to consign the waste, allowing at least 10 working days from the date of submission. LLWR will work with the Service Provider and customer to agree a suitable consignment date.

The WCI Form and Manifest/Item Register must be submitted to consignments@llwrsite.com.

Following review of the WCI form and manifest, and confirmation that the consignment meets the requirements of the Standard Service and is acceptable to the Service Provider, LLWR will issue a Waste Consignment Approval (WCA) to the customer, confirming the Service Provider and consignment date. The WSQ will provide a reference to the relevant Service Provider WAC. It is the responsibility of the customer to complete a final review of the waste against the Service Provider’s WAC to ensure all conditions of the WAC are met.

Training is available on how to complete the WEN and WCI Form (Diversion Services); please see Section 7 for details.
5.2 Non-Standard Service

If a waste does not meet the requirements of the Standard Service, this does not mean that the waste cannot be incinerated. Incineration facilities have more capability permissible within their WACs than the Standard Service offers. There is also flexibility within the WACs. Once you have considered the relevant WACs, if your waste does not appear to meet the relevant criteria, please contact LLWR as there may still be an opportunity available to process the waste.

To access the Non-Standard Service the customer will first need to provide a scope of work using the Waste Enquiry Form (WEN). This form defines the customer’s service requirement and should include sufficient information about the waste and requirements to enable Service Providers on the Framework to develop a realistic and achievable service proposal. The WEN should be supplemented with attachments, photographs and additional scope information capturing any other relevant details. The WEN form can be found at www.llwrsite.com/waste-services/waste-acceptance-procedure/.

All sections of the WEN form must be completed in full. One of the tasks of the Customer Team is to assess whether the information provided is sufficiently comprehensive; if not, the form may be rejected. Experience has shown that where information on the waste has been partial or limited, Service Providers’ service offers have been caveated in order to de-risk against missing information. This results in a multitude of technical queries and has the potential to increase the cost and extend the schedule for the project.

A Waste Enquiry Form will not be processed by LLWR unless the form includes:

- A detailed waste description
- reference to an approved WCH form
- volume of waste
- weight of waste
- proposed packaging information
- radioactivity information
- hazardous properties information
- schedule for consignment
- confirmation that all pre-requisites are in place.

Activity information must be provided to allow LLWR to process a combustible WEN, as one of
the main restrictions is the activity limitations at the incineration facilities.

Before submitting the WEN, the customer must review their waste against the framework Service Provider WACs to confirm if the waste is acceptable to one or more facility; any areas of concern or uncertainty should be highlighted on the WEN.

Customers should also use the WEN to indicate any service-specific requirements, which may include timescale constraints, packaging or transport restrictions, regulatory and security constraints etc. Once completed, the Waste Enquiry form should be submitted to your Customer Team point of contact and customerteam@llwsite.com.

Once received, LLWR will review the Waste Enquiry and discuss specific requirements with the customer. A ‘further competition’ scope will be prepared and issued to all framework Service Providers for tender, as described in section 5.2. The further competition tender process offers each of our framework Service Providers the opportunity to bid on the work; this ensures the customer gets the service they require at a competitive price. LLWR aims to complete the review and tender process in 30 working days; however, this period may be extended for more complex projects that are outside normal operating parameters of the facilities, or if new requirements for information emerge during the tender process. The Customer Team will discuss individual project timescales with the customer and Service Providers. The end point of the WEN process will be the issue of a Waste Services Quotation (WSQ) to the customer.

After accepting a WSQ, the next step is for the customer to complete the Waste Consignment Information Form (WCI) for Diversion Services (reference: WSC-FOR-WCI_DIV). This form can be found at http://llwsite.com/waste-services/waste-acceptance-procedure/. Further details of the consignment paperwork requirements are provided in section 5.1.

Training is available on how to complete the WEN and WCI forms; see Section 7 for details.

5.3 Award of work packages/Competition process

Where the Non-Standard Service is used, LLWR award packages of work to Combustible Framework Service Providers via a competitive tender process known as a ‘further competition’. Service Providers are invited to submit a tender for the services detailed in the customer’s WEN and any supporting information provided. CTM, a web-based tender management tool, is used to
manage the procurement activities and communicate with Service Providers. Tenders are evaluated on the basis of their technical and commercial merit against specified tender assessment criteria. An agreed scoring methodology is used to award the work based on the *Most Economically Advantageous Tender* (MEAT). LLWR will issue a Waste Services Quotation to the customer based on the service proposal provided in the preferred Service Provider’s tender.
6. Packaging and Transport

Customers are responsible for ensuring that waste is packaged in accordance with:

- the Certificate of Approval for the container (where applicable)
- the requirements of any associated Packing and Handling Instructions/manufacturer’s design parameters (e.g. weight limit).

Customers are also responsible for labelling and consigning the waste and must ensure compliance with transport regulations.

In addition to labelling required by transport regulations, packages must be clearly identified with the same unique ID recorded on the item register or manifest. Any other Service Provider-specific labelling requirements must also be adhered to.

If customers are using the LLWR Standard Service, packages must only be labelled with the Service Provider’s details once LLWR have confirmed who the Service Provider will be.

LLWR can provide Transport and Packaging Services and also has available some Standard Waste Loading Plans:

- Details on how to book transport, or to purchase drums or containers can be found in the eLogistics Customer User Manual by following: www.llwrsite.com/waste-services/our-services/transport/.
- Wheelie bin delivery and collections will be provided by the Service Provider and this will be included on the WSQ. Wheelie bin collections cannot be booked through eLogistics.
- The packaging section of the LLWR website provides information about package types: www.llwrsite.com/waste-services/our-services/packaging/package-guides/.
7. Training
The National Waste Programme, in consultation with stakeholders, is developing a framework of
training modules to support the growth of LLW management skills and knowledge. A list of the e-
learning and classroom training modules currently available, free of charge, can be found on the

Training is available on how to complete the Waste Enquiry Form and the Waste Consignment
Information Form (Diversion Services).

8. Frequently Asked Questions
This section provides answers to frequently asked questions. If you cannot find an answer to
your question below or you require further information please contact the LLWR Customer Team
or your Service Delivery point of contact via customerteam@llwrsite.com, telephone 019467 70300.

8.1 General Questions

Question 1: What do you mean by ‘Standard Service’?
LLWR has negotiated up front with its combustible waste treatment Service Providers a defined
set of rates for waste that falls within the parameters of their ‘business as usual’ type wastes. This
removes the requirement to negotiate rates, terms and conditions for each waste consignment,
whilst ensuring that the waste is sent to the most appropriate Service Provider at the cheapest
price. This also takes into consideration any transport costs and environmental detriment. In
some instances the nearest treatment facility to the consigning site may not be the best option.

Question 2: My waste mostly meets the Standard Service, but I have one drum above the
dose rate guidance. Do I need to submit a Waste Enquiry Form?
For wastes that closely match the Standard Service, a technical query can be submitted to
Service Providers to determine if they are prepared to accept the waste in question within the
Standard Service. Contact the Customer Team for assistance.
Question 3: My waste meets the Standard Service but I have very specific requirements on my delivery schedule. Can this be incorporated?

Special conditions can be included within the Standard Service by agreement with the preferred Service Provider. If your requirements are particularly complex, your waste may benefit from Further Competition outside of the Standard Service. This is sometimes also applicable to high-activity or high volumes of waste where the Standard Service rates may be less competitive. Contact the Customer Team for advice on specific requirements.

Question 4: LLWR has provided a Waste Services Quotation offering a disposal service for my waste via incinerator X. We want the waste to go to incinerator Y. Can we change Service Provider?

Unfortunately this is not possible. Where the Non-Standard Service is used, Service Providers are selected by means of a further competition process and packages of work are awarded based on framework award criteria in strict accordance with Public Procurement regulations. If a Customer is unwilling to send waste to the successful bidder because they prefer not to, they will not be able to send the waste via the LLWR framework. If specific constraints apply which restrict the choice of Service Provider then this should be communicated to LLWR in advance of the competition process.

Question 5: Incinerator X is just down the road from our site. Why are you making me send my waste across the country?

When assessing your waste to select the most appropriate treatment facility, LLWR takes into account a range of factors including transport cost, proximity and environmental detriment. Your waste may not be consigned to the incinerator closest to your site, but it will be sent to the most appropriate facility taking into account these key considerations.

Question 6: Why do LLWR sometimes refer to the Combustible Waste Service as ‘Lot 4’?

In 2013 LLWR procured a number of waste services from the supply chain, the combustible framework was the 4th Lot to be tendered. LLWR often therefore refer to the service as Lot 4.
8.2 Pricing Questions

**Question 1: What does the Combustible Service cost?**
The charging structure of the Standard Service is complex, with different charges per MBq for different groups of radionuclides as well as volume and handling charges. Rates will differ for each Service Provider and may go up or down depending on the characteristics of the waste and the size of the order.

For the Non-Standard service, a further competition process is run for every package of work, therefore the charging structure is specific to each project.

If you require a budget cost estimate only, indicative cost norms are available on the LLWR website.

**Question 2: Can you share with me the rates from previous projects?**
Unfortunately, for reasons of commercial confidentiality, the tenders and figures submitted by Service Providers cannot be shared outside of LLWR. The rates applied by the preferred Service Provider will be provided to the Customer on the Waste Services Quotation.