

# Deployment form for land and groundwater remediation



Form MPP2: Deployment form

You will need to fill in this form if you are applying for a mobile plant permit deployment for land and/or groundwater remediation activities.

This form may only be used for deployments where the operator holds a permit referring to:

- SR2008\_27 Mobile plant for the treatment of waste soils and contaminated material, substances or products
- bespoke permits for land and groundwater remediation

The form can be:

- 1) saved onto a computer and then filled in
- 2) printed off and filled in by hand. Please write clearly in the answer spaces

You need to complete all sections of this form.

If any of the questions do not apply to you, please write “not applicable” and give a justification. If you leave anything out, we may need to get in touch with you for the information and our decision may be delayed.

If you are applying to extend your deployment, you must complete this deployment form and give your previous deployment reference number. You will also need to provide evidence as to why the treatment period needs to be extended and information on any changes that may have occurred at the site during the approved period of your operation. See the guidance on deployments and mobile plant permits on GOV.UK for more information.

It will take less than two hours to fill in this form.

Where you see the term ‘document reference’ on the form, give the document references and send the documents with the application form when you’ve completed it.

## Contents

### Section A Your organisation

#### A1 Contact details

#### A2 Your permit details

### Section B Deployment details

#### B1 About the operating site

#### B2 Specified activities to be carried out at the site

#### B3 Duration of this deployment

#### B4 Management supervision

#### B5 Waste types and quantities

#### B6 Acceptance procedures

#### B7 Conceptual model (CM) and risk assessment

#### B8 Pollution control

#### B9 Emission monitoring plans

#### B10 Record keeping – commissioning, operating and maintenance

#### B11 Checklist of supporting documents

#### B12 Fee

### Section C Confidentiality and national security

### Section D Privacy notice and declaration

### Section E How to contact us

## Section A Your organisation

### A1 Contact details

#### A1.1 Your customer number, if applicable

It is always one letter and nine numbers for example, A 12345 6789. If you do not have a customer number, leave this blank. If you are extending your deployment please provide your previous deployment number.

Customer number

Previous deployment number, if relevant

#### A1.2 Discussions before your deployment application

If you have had discussions with us before your deployment application please give the case reference or details on a separate sheet. Tell us the reference you have given this extra sheet.

Pre-application reference

#### A1.3 Contact details for this deployment application

Please provide details of the person who will be the contact for queries about the information in this deployment form. This could be the operator or a person acting on behalf of the operator such as a consultant. They must be able to answer queries about any of the information in the form or additional information such as the risk-assessments. We may also need to speak to you if any information or the fee is missing or incorrect. This will help us to ensure that the agreement of the deployment form is not unduly delayed.

Title (Mr, Mrs, Miss and so on)

First name

**A1 Contact details, continued**

Last name

Organisation

Address

Postcode

Contact numbers, including the area code

Telephone

Mobile

Email

**A1.4 Your preferred method of contact if we need more information**

Please note we may also have to write to you as part of our assessment.

Email

Phone

**A2 Your permit details**

**A2.1 Permit under which this deployment is taking place**

Please provide the EPR permit number under which the deployment is being made. A deployment cannot be agreed unless a relevant permit is in force.

Permit number

**A2.2 Name and address of permit holder (Operator)**

Please give details of the operator or the company, individual or organisation who holds the permit.

Name of the operator

Address

Postcode

**Section B Deployment details**

**B1 About the operating site**

**B1.1 Site address**

Please give a general address for the site where the treatment is to take place and a 12 figure Grid Reference of the centre of the site. For information on how to get a grid reference please go to [www.gridreferencefinder.com](http://www.gridreferencefinder.com).

Address

Postcode

Grid reference (for example, ST 12345 67890)

**B1.2 Attach a site plan showing area of land where the treatment will take place**

You must provide an accurate and detailed site plan or plans. Please give the plan(s) a unique reference number so that when we agree to your deployment it can refer to the approved plan(s). Please show all the information listed below. We cannot accurately assess your application without this information.

## B1 About the operating site, continued

- operating site boundary clearly outlined in red
- security and access arrangements including additional details where alternative security, other than that specified in the permit is to be provided for example, containerised unit and buried pipework or where others are responsible for site security and you are relying on that security for your plant
- areas of waste soils and contaminated material, substances or products for remediation by the mobile plant
- location/siting of principle plant and equipment
- process treatment and storage areas including any buildings, bays and fixed tanks, quarantine areas, areas of hardstanding, impermeable pavement and sealed drainage – where it is not possible to clearly draw these, include text which confirms that all potentially polluting materials will be deposited, stored, treated or otherwise handled in an area of the site where an engineered containment and drainage system has been provided
- drainage systems for the operating site, including all interceptors, sumps and discharge points
- proposed location of boundary monitoring points and pollution control units for example, for noise, dust and VOC emissions
- potential receptors for example, housing– identify all land uses immediately surrounding the site on the site plan including any areas of public open space
- protected sites – only special areas of conservation (SACs), special protection areas (SPAs), Ramsar sites and sites of special scientific interest (SSSIs) within 1 kilometre of the operating site need to be identified on the site plan

Reference number

### B1.3 Is your operating site located within a site covered by another environmental permit?

Provide the name of the holders and the reference details of the existing permit. Check the existing permit for conditions, especially emission limits for compliance. If the proposed activity is operated in a way that it is a 'directly associated activity' to the existing permit, then the existing permit would have to be varied to include the proposed activity.

- No
- Yes  Please provide details below

Operator name

Permit number

Contact details

## B2 Specified activities to be carried out at the site

It is quicker to assess your application if we have details of all of the contaminants and the likely daughter products resulting from the remedial action, the remediation method and the operating techniques proposed.

### B2.1 Provide a brief summary of the contaminants to be treated

### B2.2 Provide a list of the authorised treatment technology or technologies and a description of the operations that are to be carried out at this site and place them in context with other things that might be happening at this site

Provide a brief description of the planned activities and explain how they are connected to one another. List the technologies that you want to use. These must match those in your permit. We cannot approve a deployment application if it includes technologies that are not in the permit. You will either have to remove these technologies from your deployment application or apply to vary your permit. We will not be able to agree your deployment application until the variation is complete.

**B2.3 Does the site form part of a cluster project?**

This is where two or more sites use a shared permitted treatment facility (a hub site) to help them recover and reuse materials.

For more information see CL:AIRE Definition of waste: Development industry code of practice which can be found at [www.claire.co.uk](http://www.claire.co.uk).

No

Yes

**B3 Duration of this deployment**

**B3.1 What is the duration (specified period) that this deployment form is required for the operating site?**

You must tell us how long you want the deployment to last for. We usually expect deployments to last for a maximum of 12 months (52 weeks). If you think that your deployment will last for more than 12 months, you must provide adequate justification with your application at the point of initial approval.

One deployment form must be completed even when it is anticipated that there may be several distinct phases to the remediation activities that may be separated in time. Operators must have regard to any activities that will be carried out in relation to 'rebound' associated with the technology.

If you are applying to extend your deployment, you must complete the deployment form and give your previous deployment reference number. You will also need to provide evidence as to why the treatment period needs to be extended and information on any changes that may have occurred at the site during the approved period of your operation. Please refer to the guidance on deployments and mobile plant permits on GOV.UK for further information on the allowable duration of an approved deployment operation.

What is the specified period you anticipate this deployment is required for? \_\_\_\_\_ weeks

Provide details of reasons for why your deployment will last for more than 52 weeks

**B4 Management supervision**

**B4.1 Please provide the name and contact details and/or the award certificate for the technically competent manager who will oversee this deployment**

We may need to contact the technical competent manager (TCM) during any compliance inspections of the site, therefore we need to know who will be the TCM for this deployment. We will also need either the full name and date of birth of your TCM and/or a copy of their award certificate in order to confirm their competence.

Name of TCM \_\_\_\_\_

Date of birth (DD/MM/YYYY) \_\_\_\_\_

**Contact details**

Title (Mr, Mrs, Miss and so on) \_\_\_\_\_

First name \_\_\_\_\_

Last name \_\_\_\_\_

Organisation \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Postcode \_\_\_\_\_

Contact numbers, including the area code

Telephone \_\_\_\_\_

Mobile \_\_\_\_\_

Email \_\_\_\_\_

**B4.2 Provide information on the site supervision plan for your TCM**

**Specify what treatment methods can be operated unsupervised and provide a justification as to why this needs to be the case**

This might include treatment processes where automated and telemetric systems are in use. There is a minimum requirement for attendance which is 1 hour per week. Site supervision for treatment methods that could be operated unsupervised will be agreed on case by case basis.

**B5 Waste types and quantities**

**B5.1 Specify waste types and quantities that you will be treating at the operating site, including the six digit code from the European Waste Catalogue (EWC)**

Fill in details of the type, code, quantity and nature of the contaminated material, products or substances that you want to treat. You must use the appropriate six-digit waste code and describe the waste using its common description and name.

Some examples of the waste types (including the six digit EWC code) that are typically included in a deployment application are listed below. This is not a definitive list. You can apply to treat other wastes. Guidance on helping you to classify your waste and a copy of the European Waste Catalogue can be found at [www.gov.uk/how-to-classify-different-types-of-waste](http://www.gov.uk/how-to-classify-different-types-of-waste).

For example:

- soil, contaminated soil, stones and dredging spoil – EWC codes 17 05 03 to 17 05 08
- other construction and demolition wastes – EWC codes 17 09 01 to 17 09 04
- wastes from soil and groundwater remediation – EWC codes 19 13 01 to 19 13 08

An asterisk after a waste code means it is hazardous.

Waste type	EWC six digit code	Quantity (m <sup>3</sup> )	Medium Solid/gas/water/sludge

**B6 Acceptance procedures**

**B6.1 Please supply details of the procedures to be adopted at the site to ensure that only those materials that are treatable with the specified technology will be treated**

You must provide details of the measures that you will take to ensure that only the waste soil, contaminated material or contaminated groundwater that can be treated by the technologies you are planning to deploy will be treated. Your waste acceptance procedure must be robust enough to prevent unacceptable waste being brought on-site. You may have already provided some of this information in the environment management system for your permit. You may refer back to this document and use this section to provide information on any additional, site specific procedures you will use.

Provide supporting document reference if needed

## B6.2 Detail how residual materials or waste which cannot be treated by the specified technology are to be handled at the site

It must also cover what you intend to do with any materials or waste on site which cannot be treated. How these will be identified and the methods that you will use to ensure that they are kept separate from those materials/waste that can be treated.

Provide supporting document reference if needed

## B6.3 Specify the maximum capacities of quarantine facilities to be used for the storage of contaminated materials destined for re-testing, re-processing or off-site disposal

Include details of any containment you will be putting in place to prevent or minimise pollution. Please clearly indicate the locations of any quarantine areas on the site plan.

Provide supporting document reference if needed

## B7 Conceptual model (CM) and risk assessment

Use this section to outline the likely impact of your operations on the environment.

At the deployment assessment stage we are only concerned with how your treatment activities will impact on the receptors in and around your site and the local environment. You do not have to provide details of why the treatment is needed.

This is not the CM and risk assessment that you may have completed to produce a remediation strategy for the site. This form must not detail why the treatment is needed. A remediation strategy is usually agreed prior to deployment.

It would be useful for us to know if you have submitted a remediation strategy to us.

No   
Yes

### B7.1 Please provide a CM which identifies all plausible pollution linkages (source-pathway-receptor relationships) and potential impacts to the local environment which could arise as a result of the proposed treatment activities

The CM needs to consider the following.

All potential sources of pollution including:

- the contaminants
- daughter products resulting from the remedial action
- waste residues generated during the remedial action for example, waste waters
- emissions such as dust, fibres, particulates, vapours, gases, aerosols, odour, noise, vibration and volatile organic carbons (VOCs)
- reagents used
- the final treated material
- storage of fuel oil or chemicals

List all site-specific pathways that exist without control measures for example, engineered containment system in place. This might include dermal contact, inhalation, migration through groundwater and fractured rocks and surface water runoff.

Identify the actual receptors surrounding the site that may be at risk including information on any special habitat sites that are likely to be affected. You must include SPAs, SACs, Ramsar site and SSSIs within 1 kilometre of the site.

You can choose the format of your CM. However, your application will be easier to assess if you present the CM using the template below. Please cross reference any conditions in your permit, where applicable, that require appropriate pollution control measures to be in place.

The risk assessment must be site specific and directly relevant to the activity being carried out at the location. It must identify all pollution linkages relating to the operation that could result in pollution to the environment or harm to human health, including information on the risk management option to mitigate identified risks. Additional guidance on groundwater risk assessment can be found at [www.gov.uk/guidance/groundwater-risk-assessment-for-your-environmental-permit](http://www.gov.uk/guidance/groundwater-risk-assessment-for-your-environmental-permit).

Use the template below. Provide supporting document reference if additional information is included.

Form MPP2: Deployment form for land and groundwater remediation

Source	Receptor	Harm	Pathway	Probability of exposure	Consequence	Magnitude of risk	Justification for Magnitude	Risk Management	Residual Risk
The agent or process with potential to cause harm	What is at risk? What do I wish to protect?	The harmful consequences if things go wrong	How the receptor might come into contact with the source	Severity of the consequences if this occurs	Severity of the consequences if this occurs	The overall magnitude of risk	Basis of my judgement	How can I best manage the risk to reduce the magnitude	Magnitude of the risk after management
Example:									
<i>Spillages</i>	<i>Groundwater and stream</i>	<i>Damage of waters</i>	<i>Direct run off</i>	<i>Medium</i>	<i>Medium</i>	<i>Medium</i>	<i>Effect of contaminant on stream wildlife</i>	<i>Impermeable pavement with sealed drainage</i>	<i>Low</i>

## **B8 Pollution control**

For noise, dust, particulates, fibres, aerosols, odour, VOCs, vapours, gases, fuel, oil / or chemical storage, vibration and pests.

### **B8.1 Provide details of any site specific measures needed to control or minimise emissions, and prevent pollution of the environment and harm to human health resulting from your treatment activities**

Provide details of the control measures that you will put in place to minimise risks or impacts identified in your risk assessment that you completed as part of question B7.1.

For example:

- how you are going to collect, treat and contain any dusts, fibres and particulates from the treatment process to prevent pollution and harm to human health
- how you are going to minimise any noise and vibration at the site, for example strategic site layout, screening, temporary bunding.
- how odours and VOC emissions are to be controlled at the operating site
- if the nature of the material that is to be stored and treated is such that it will contain substances that will attract pests or scavengers or is likely to release litter, how these will be managed and controlled
- how groundwater and surface water contamination will be prevented or minimised

Provide supporting document reference if needed

## **B9 Emission monitoring plans**

### **B9.1 Provide a site specific monitoring plan for any emissions that may be generated by the proposed treatment activities.**

Such monitoring plans must include information on all of the following, if applicable to your process:

- groundwater
- surface water
- soil gases
- air emissions
- noise
- vibration
- odour
- VOCs

Specify the indicator parameters you propose to use for each of the emissions being monitored and provide a justification on why they are the most appropriate parameters to detect impact and prevent pollution. Depending upon your technology the plan needs to include both point source and wider (fugitive) emissions monitoring.

You must provide a site specific monitoring plan that is appropriate for the proposed activity. Where your risk assessment has shown there is an emissions risk which requires control, you must monitor to determine the emissions and the effectiveness of any abatement systems. For example, stockpiling at a site surrounded by residential properties would require air monitoring for dusts and VOCs both close to the stockpile and at boundaries depending on location of receptors. The level of monitoring would depend on the risks involved but as a standard rule, daily visual and olfactory monitoring need to be considered.

Your monitoring plans need to include the following:

- pollutants to be monitored
- emission limits and trigger levels for each pollutant
- number and location of point source emission points:
  - point source emission include stack emissions, off-gasses from exhaust, effluent from water treatment plants
  - these must be monitored or sampled prior to discharge
  - the environmental media into which they are being discharged (air, surface and groundwater) must also be monitored (usually at site boundaries) to ensure environmental quality standards (EQS) are maintained
- influent and effluent details – only use this if there is no emission limits for a particular hazardous air pollutant, a 95% removal rate must be maintained at all times
- monitoring protocol which includes frequency of monitoring, type of equipment, calibration, accreditation, sample collection and procedure
- the experience and qualifications of personnel carrying out the monitoring and the personnel responsible for interpreting and acting upon the results of monitoring



## B9 Emission monitoring plans, continued

- emissions action plan – the action to be taken if an agreed trigger level is exceeded
- a baseline monitoring programme might be required where other emission sources similar to the proposed activity already exist
  - background levels would act as a reference level for the relevant parameter(s) that would be monitored
  - this will alert you to an increase or decrease in emissions

For boundary air quality monitoring, a trigger level for each parameter for example, between 80% and 90% of air quality criterion must be provided. Relevant trigger levels must be protective of each environmental medium or human health. For point source emissions such as stack emissions after scrubbing, oxidation, and so on, you need to provide a quantitative assessment using Air emissions risk assessment for your environmental permit.

If a monitoring plan has already been completed for the operating site for other purposes, for example development control then any parts of it that you wish to use to demonstrate no impact from your activities may simply be incorporated into this deployment form.

As a minimum we would expect to see trigger levels for:

- noise
- dust
- VOCs

Use the examples and template below on how to set these. See further information in the guidance on deployments and mobile plant permits on GOV.UK.

Type of Pollution	Trigger Levels
<i>Example: Noise</i>	<i>Normally, not more than 5dB above background noise level according to British Standard</i>
<i>Example: Dust</i>	<i>200mg/m<sup>3</sup> – TGN M17 guidance</i>
<i>Example: Trigger level VOCs based on the indicator parameter</i>	<i>Consult the air emissions guidance for relevant trigger level for the indicator parameter you have chosen. Where emission limits are not available in the air emissions guidance for the VOCs compounds being monitored, available limits on the EH40 guidance may be accepted. Limits in the EH40 might need further adjustment in line with air emissions guidance methodologies where sensitive receptors are likely to be exposed over periods greater than 8 hours.</i>

### Extra Information about noise monitoring

The aim of noise monitoring must be to ensure that there is no reasonable cause for annoyance to persons beyond the operating boundary. Trigger levels based on the health and safety of on-site employees are not appropriate. Proposals for noise trigger levels that take into account background noise levels at the site boundary in line with BS4142: 2014 Methods for assessing industrial and commercial sound are considered, more appropriate. Please refer to the regulation of noise at waste management facilities at [www.gov.uk/government/publications/environmental-permitting-h3-part-2-noise-assessment-and-control](http://www.gov.uk/government/publications/environmental-permitting-h3-part-2-noise-assessment-and-control).

Provide supporting document reference if needed

## B10 Record keeping – commissioning, operating and maintenance

### B10.1 Provide details of commissioning, operating and maintenance health

You must provide details of your commissioning, operating and maintenance procedures including documentation and record keeping to show that emissions from your treatment processes are not causing pollution or harm to human health.

## B10 Record keeping – commissioning, operating and maintenance, continued

### Extra guidance in relation to commissioning

Only the materials necessary to complete commissioning are allowed to be treated until a validation report, prepared by a suitably qualified person (for example, engineer or microbiologist, dependent upon the technology) has been provided to the Environment Agency demonstrating that commissioning has been successfully achieved. The operator must comply with the conditions of the permit during commissioning operations.

Provide supporting document reference if needed

## B11 Checklist of supporting documents

Please ensure that you include the following relevant documents with your deployment application:

- |   |                          |
|---|--------------------------|
| Site plan, question B1.2                            | <input type="checkbox"/> |
| Management supervision, question B4.1               | <input type="checkbox"/> |
| Acceptance Procedures, question B6.1 and B6.2       | <input type="checkbox"/> |
| Conceptual model and risk assessment, question B7.1 | <input type="checkbox"/> |
| Pollution control, question B8.1                    | <input type="checkbox"/> |
| Monitoring plans, question B9.1                     | <input type="checkbox"/> |
| Record keeping, question B10.1                      | <input type="checkbox"/> |

## B12 Fee

You have to submit an application fee with your deployment form. For details see deployment fees in the deployments and mobile plant permits on GOV.UK.

This section must be completed for all deployments. Please tick and complete one of the boxes below indicating the payment method and ensure that the correct fee is enclosed with the deployment.

- |                                     |                          |
|-------------------------------------|--------------------------|
| <b>BACS payment</b>                 | <input type="checkbox"/> |
| BACS payment reference number       | <input type="text"/>     |
| Remittance number                   | <input type="text"/>     |
| Date paid (DD/MM/YYYY)              | <input type="text"/>     |
| <b>Cheque payment</b>               | <input type="checkbox"/> |
| Cheque number                       | <input type="text"/>     |
| <b>Credit or debit card payment</b> | <input type="checkbox"/> |

If you wish to pay a charge by debit or credit card, please contact the Environment Agency:

Telephone 03708 506 506

Telephone from outside the UK (Monday to Friday, 8am to 6pm GMT) +44 (0) 114 282 5312

Minicom (for the hard of hearing) 03702 422 549

Alternatively you may give a contact telephone number in the box below and we will call you to take payment details.

- |  |                          |
|--|--------------------------|
| <b>Other payment</b>   | <input type="checkbox"/> |
| Please give details of the other method by which you wish to pay |                          |
| Phone number   | <input type="text"/>     |

## Section C Confidentiality and national security

We will normally put all the information in your application on a public register of environmental information. However, we may not include certain information in the public register if this is in the interests of national security, or because the information is confidential.

You can ask for information to be made confidential by enclosing a letter with your application giving your reasons. If we agree with your request, we will tell you and we will not include the information in the public register. If we do not agree with your request, we will let you know how to appeal against our decision, or you can withdraw your application.

## Section C Confidentiality and national security, continued

Only tick the box below if you are certain that you wish information to be confidential. This may delay your application.

Please treat the information in my application as confidential

You can tell the Secretary of State that you believe that including information on a public register would not be in the interests of national security. You must enclose a letter with your application telling us that you have told the Secretary of State and you must still include the information in your application. We will not include the information in the public register unless the Secretary of State decides that it must be included.

You cannot apply for national security via this application.

## Section D Privacy notice and declaration

Please read through the following information.

You need to ensure that any persons named on this form are informed of the contents of this data protection notice.

The Environment Agency is the data controller collecting this personal data. You can contact our Data Protection Officer at:

Data Protection team  
Environment Agency  
Horizon House  
Deanery Road  
Bristol  
BS1 5AH

Email: [dataprotection@environment-agency.gov.uk](mailto:dataprotection@environment-agency.gov.uk)

Our personal information charter ([www.gov.uk/government/organisations/environment-agency/about/personal-information-charter](http://www.gov.uk/government/organisations/environment-agency/about/personal-information-charter)) explains your rights and how we deal with your information. You can access the charter using the link or go to [www.gov.uk](http://www.gov.uk) and search 'Environment Agency personal information charter'.

## Why we are collecting personal data and what we will do with it

We are collecting and processing your personal data in order to:

- process your application for your deployment
- take payment of the associated fee
- monitor compliance
- maintain the public register

We are allowed to process your personal data because we have official authority as the environmental regulator. The legal basis for processing this data is to perform a task in the public interest that is set out in law. We will use this personal data in order to decide whether to issue a deployment MPP2 to you. If you do not provide the information requested then we may not be able to issue a deployment to you.

We may use the contact details that you have provided in your application to contact you about your application or payment and to provide feedback on our service.

## Sharing and transferring personal data

We will not share or disclose your personal data to any other party outside the Environment Agency without your explicit consent unless lawfully able to do so.

We will place the following information from your application on the public register:

- name of the operator
- where the activity is taking place
- details of the activity

We will not transfer the personal data that you provide outside the European Economic Area.

## How long we hold personal data for

We will keep your personal data for 7 years in line with our standard information retention policy.

## Automated decision making and profiling

We will not use the information you provide for automated individual decision making (making a decision solely by automated means without any human involvement) or profiling (automated processing of personal data to evaluate certain things about an individual).

## Your rights

You have rights under the General Data Protection Regulation (GDPR) and the Data Protection Act 2018 (DPA 2018). The Information Commissioner's Office (ICO) is the supervisory authority for data protection legislation.

## Section D Privacy notice and declaration, continued

The ICO website has a full list of your rights under data protection legislation, you can access this here:  
<https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights>

You have the right to lodge a complaint with the ICO at any time. Should you wish to exercise that right full details are available at:  
<https://ico.org.uk/make-a-complaint>

### Declaration

The application contact must tick the declaration section. The application contact must be the operator or their agent. A person knowingly or recklessly making a statement which is false or misleading when providing information to us commits an offence under regulation 38 of the Environmental Permitting (England and Wales) Regulations 2016.

If you make a false or misleading statement:

- we may prosecute you
- if you are convicted, you are liable to a fine or imprisonment (or both)

I declare that the information provided both on the form and in the supporting documentation which has been supplied with this form is true to the best of my knowledge and belief

## Section E How to contact us

If you need help filling in this form, please contact the person who sent it to you or contact us as shown below.

Telephone: 03708 506 506 (Monday to Friday, 8am to 6pm)

Telephone from outside the UK: +44 (0) 114 282 5312 (Monday to Friday, 8am to 6pm GMT)

Minicom (for the hard of hearing): 03702 422 549

Email: [enquiries@environment-agency.gov.uk](mailto:enquiries@environment-agency.gov.uk)

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

If you are happy with our service, please tell us. It helps us to identify good practice and encourages our staff. If you're not happy with our service, please tell us how we can improve it, or you would like us to review a decision we have made, please let us know. More information on how to do this is available at:

[www.gov.uk/government/organisations/environment-agency/about/complaints-procedure](http://www.gov.uk/government/organisations/environment-agency/about/complaints-procedure)

**Please tell us if you need information in a different language or format (for example, in large print) so we can keep in touch with you more easily.**

### Feedback

You don't have to answer this part of the form, but it will help us improve our forms if you do.

We want to make our forms easy to fill in and our guidance notes easy to understand. Please use the space below to give us any comments you may have about this form or the guidance notes that came with it.

How long did it take you to fill in this form? \_\_\_\_\_

We will use your feedback to improve our forms and guidance notes, and to tell the government how regulations could be made simpler.

Would you like a reply to your feedback?

Yes please

No thank you

### For Environment Agency use only

Date received (DD/MM/YYYY)

\_\_\_\_\_

Our reference number

\_\_\_\_\_

Payment received?

No

Yes

Amount received

£ \_\_\_\_\_