Trade Effluent G03 Applications: Guidance for Screening Document

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Outline

On 1 April 2017 the new water retail market opened in England, allowing eligible non-household customers the opportunity to choose their water retailer for the first time. Market Operator Services Ltd (MOSL) is the market operator of the non-household retail water market, and is owned by all the water companies, both wholesalers and retailers, who trade in the competitive market. Wholesalers and retailers are both responsible for the commencement, modification, discontinuation, reactivation and termination of trade effluent services.

From the 28th September 2018, MOSL

Trade Effluent is defined in Section 141 (1) of the Water Industry Act 1991. When a customer is aware they will be discharging to sewer a Trade Effluent (TE) into a new or existing sewerage point in the relevant wholesaler’s network, they should notify a chosen retailer for them to apply for a new connection and TE Consent to discharge.

This document outlines the information we need to ensure timely determination of applications for granting of TE Consent to temporarily discharge. It is based on the following MOSL documents:

Trade Effluent Training Slides
Trade Effluent Training Workshop Q&A
Form G-03
MOSL G03 Completion Guidance

and related MOSL codes and forms on MOSL’s website at https://www.mosl.co.uk/customer-journeys/wholesale-services/trade-effluent.

The MOSL codes require us to give a non-binding indicative response to sufficiently complete G/02 within 30 business days of receipt. The decision to grant Consent to Discharge has a legislated timeframe of 60 days.

Applications for granting or variation of a Trade Effluent (TE) Consent to discharge must provide the information required by MOSL Form G-03 to be considered sufficiently complete to process further. Other form formats may be used, but must provide the same information to the same standard in a clearly identifiable way.

We will accept or reject an application as sufficiently complete within 5 business days of receipt. It is important to remember that rejection at this stage is simply the rejection or acceptance of that application, not a refusal to grant a Consent. We will explain why we rejected the application and request any additional information we need to ensure we can determine the application quickly. The application can then be re-submitted.

Our acceptance of the G/03 form confirms that enough information has been provided for us to process the application further. It does not authorise the Customer to commence their discharge except in accordance with any existing Consent.

After further processing of an accepted G/03 form, we may identify additional information or clarification is required to progress the application further. Where we request follow up information, we expect a response within five business days in line with the Wholesale-Retail Code’s Operational Terms. If we receive no response within such timescales, then Wessex Water will reject the application and it will need to be re-submitted along with any additional information that we requested.
Where we are informed within five business days that the information required will be provided but will require more time, we will work with the trader and retailer to agree an acceptable date. In such circumstances, note we cannot guarantee to give an indicative response within 30 business days and this may delay the granting of the consent.

Following the guidance within this document when preparing applications will help ensure we can accept G/03 form at first submission, and that we have all the required information to provide a non-binding indicative decision within 30 business days.

**Section 1 – Retailer Details**

This section can be completed by either the retailer or non-household customer (NHH).

As a minimum, the Retailer name must be completed otherwise we will reject the form.

When an application is submitted by a retailer, we expect to see a letter of authorisation stating that you are acting on behalf of the NHH.

Where an application is submitted by a NHH, they need to ensure that their retailer has seen and signed the declaration in section 13.
## Section 2 – Type of Application

### 2. Type of application

Note that Temporary Consent services differ between Wholesalers, you may wish to check with your Retailer before completing this application.

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

| a) Temporary discharge ≤ 6 months for a single location | Complete sections 2 - 11 |
| b) Multisite activity for a period of ≤ 6 months | Complete sections 2, 3, 5, 6, 7, 11 |

The Retailer must complete section 12 and the declaration in section 13.

Tick ONE box only:

a) Discharges lasting more than 6 months must be completed using the G-02 form.

b) Wessex Water does not accept applications for multisite activities.
### Section 3 – Details of Applicant to which Application Relates

<table>
<thead>
<tr>
<th>3. Details of applicant to which the application relates</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>3.1 Information about the organisation applying for the consent to discharge</strong></td>
</tr>
<tr>
<td>This is the legal body responsible for the discharge and the premises from which the discharge will be made. All legal documentation and notices relating to the Trade Effluent discharge will be sent to this address and copied to the Retailer.</td>
</tr>
</tbody>
</table>

Please indicate the legal status of the company or organisation  
Select one only

- [ ] Company or body corporate  
  If ticked, enter Company registration number in section 3.2  
  e.g. local authority, MOD, Health services

- [ ] Governmental organisation

- [ ] Sole trader  
  Enter full Trader name in box below, e.g. Jane Smith trading as Jane Smith Enterprises.  
  i.e. a group of people carrying out a business together but NOT incorporated as a registered company. Enter names of all the partners in the box below.

- [ ] Partnership

Please provide the full legal name of the company. In the case of a sole trader, please provide the name of the individual. In the case of a partnership, please provide the names of all the partners

..........................................................................................................................
..........................................................................................................................
..........................................................................................................................
..........................................................................................................................

Trading name of the company or organisation if different

..........................................................................................................................

We must ensure that a Consent is issued to the correct legal entity. Incomplete or incorrect information will result in the application being rejected.
3.2 Registered address and other details

Registered address This may be a private address in the case of a sole trader or partnership. If the applicant is a registered company, this must be the address registered with Companies House associated with the company registration number provided. If the applicant is not a registered company, this may be a private address of the premises, or ‘head office’.

| Postcode | ......................................................... |

Is the organisation a registered company?
- [ ] Yes
- [ ] No

If yes, Companies House registration number ...........................................

Note if this number changes a new application for consent to discharge must be made.

Failing to provide complete and accurate information here may result in the application being rejected.
Where a SIC code has not been entered, or found to be incorrect through a check on Companies house, we will request clarification.

We have a legal duty to provide a copy of the Consent or any Direction to the premises owner. If the company applying for the consent is not the owner of the premises, the owner’s details must provided or the application will be rejected.
## Section 4 – Trade Premises Details to Which an Application for Consent Applies

### 4. Trade premises details to which application for consent applies

#### 4.1 Premises details

This is the premises from which the Trade Effluent is to be discharged or is discharged (as applicable).

<table>
<thead>
<tr>
<th>Customer Name</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Address of premises:</td>
<td></td>
</tr>
<tr>
<td>Premises Name 1</td>
<td></td>
</tr>
<tr>
<td>Premises Name 2</td>
<td></td>
</tr>
<tr>
<td>Address Line 1</td>
<td></td>
</tr>
<tr>
<td>Address Line 2</td>
<td></td>
</tr>
<tr>
<td>Address Line 3</td>
<td></td>
</tr>
<tr>
<td>Address Line 4</td>
<td></td>
</tr>
<tr>
<td>Address Line 5</td>
<td></td>
</tr>
<tr>
<td>Postcode</td>
<td></td>
</tr>
</tbody>
</table>

Provide any Supply Point ID given to the premises. Note this reference will be quoted on the sewerage bill for the premises.

| Supply Point ID |  |

#### 4.2 Operational Information

Provide the operational hours for the premises.

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We require the full postal address of the premises or the application will be rejected.

Where possible please provide the Sewerage SPID for the premise.

Failing to provide the operational hours of the premises will not result in the application being rejected at this stage, but we will request this information.
## Section 5 – Contact Details

<table>
<thead>
<tr>
<th>5. Contact details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary Trade Effluent Contact responsible for the discharge(s)</td>
</tr>
<tr>
<td>Job title of contact</td>
</tr>
<tr>
<td>Landline telephone number</td>
</tr>
<tr>
<td>Mobile number</td>
</tr>
<tr>
<td>E-mail address</td>
</tr>
</tbody>
</table>

We require the name, e-mail address and telephone number for the primary contact at the premises, or the application will be rejected.
Section 6 – Proposed Duration of Temporary Discharge

6. Proposed duration of temporary discharge

<table>
<thead>
<tr>
<th>Start date</th>
</tr>
</thead>
<tbody>
<tr>
<td>……………………………………</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>End date</th>
</tr>
</thead>
<tbody>
<tr>
<td>……………………………………</td>
</tr>
</tbody>
</table>

We require the dates for the proposed discharge. Any discharges exceeding six months will be rejected, as this need to be completed using the G-02 form.
Section 7 – Trade Effluent Discharge Description

<table>
<thead>
<tr>
<th>7. Trade Effluent discharge description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>7.1 Production of Trade Effluent</strong></td>
</tr>
<tr>
<td>Describe in detail the process(es) from which the Trade Effluent arises</td>
</tr>
<tr>
<td>See notes below</td>
</tr>
<tr>
<td>---------------------------------------</td>
</tr>
<tr>
<td><strong>7.2 Trade Effluent treatment</strong></td>
</tr>
<tr>
<td>Trade Effluent treatment to be given to the discharge (e.g. oil separation, balancing, pH correction, chemical or biological treatment)</td>
</tr>
<tr>
<td>See notes below</td>
</tr>
<tr>
<td>---------------------------------------</td>
</tr>
</tbody>
</table>

Describe in as much detail as possible the actual process producing the trade effluent, e.g. ‘washing of vessels used to mix product’ or ‘washing of vegetables prior to processing’.

Provide as much detail as you can of any treatment that the trade effluent receives before being discharged to sewer, e.g. screening, fat trap, oil interceptor, biological treatment plant, pH adjustment, RO, flow balancing, DAF etc.

Include a summary of the maintenance regime, e.g. frequency of inspection for screens, or for interceptors, the size and volume, whether it is above or below ground, inspection and emptying regime supported by transfer notes for waste movements from the interceptor, and whether it receives flows other than the trade effluent.

If there is no treatment, state none. However, note that our TE Consents include a standard condition requiring that trade effluent discharges to sewer shall not contain any materials that may be retained by treatment through a screen having perforations of 6mm in diameter.

Dependent on the type of treatment and detail provided, we may request for further information.

Where any of these boxes are blank, the application will be rejected.
All the above fields must be completed, otherwise we may reject the application.

As a minimum, provide the expected discharge levels for all of the following parameters:

- Chemical Oxygen Demand (COD), maximum
- pH maximum and minimum
- Suspended Solids (SS) maximum
- Temperature (maximum must be less than 43°C)
- Maximum quantity to be discharged (m³/day), and Maximum flow rate (litres/second)

We expect you to provide reasoning for these levels. We need this information to ensure we set appropriate limits in the Consent to protect our assets, staff and compliance.

We do not accept discharges containing glycol.

Following review of your application, we may request further information dependent on nature of the trade process - e.g. ammonia, chloride, phosphorus, metals, cyanide, etc. Note that Trade Effluent with a flash point greater than 23°C cannot be discharged.

For future or new discharges where sample results are not yet available, your retailer can assist you in determining the expected composition. Wessex Water may arrange for a series of samples to help support the application process if required.
Provide details and material safety data sheets (MSDS) for all chemicals stored on site that are reasonably likely to be present in the TE discharge. If none, state none. If left blank the application will be rejected.

**7.5 Volume of Trade Effluent**

- Maximum volume to be discharged (m³ per 24 hours)
- Maximum rate of discharge (litres per second)

Please describe how volumes and flow rates of trade effluent discharged will be measured.

TE Technician or Technical Administrator to check that all mandatory information required provided before passing to TEO for review.

Ask/clarify details if missing or not clear. Reject application if not received within 5 business days.
**Section 8 – Trade Effluent Sampling and Monitoring**

<table>
<thead>
<tr>
<th>8. Trade effluent sampling and monitoring</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>8.1 Sample Point Location</strong></td>
</tr>
<tr>
<td>The sample point must be such that will provide a sample of the Trade Effluent discharged to the public sewer without domestic sewage contamination, and provide safe and reasonable access at all times.</td>
</tr>
<tr>
<td>Provide a description of the location of the sample point:</td>
</tr>
<tr>
<td>Location:</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td><strong>8.2 Drainage Plan</strong></td>
</tr>
<tr>
<td>Failure to supply a suitable draining plan will result in a rejection of your application.</td>
</tr>
<tr>
<td>Enclose a drainage drawing for the premises with the following marked on the plan:</td>
</tr>
<tr>
<td>• The location of the sample point</td>
</tr>
<tr>
<td>• Point of entry into the Sewerage system, appropriately coloured as follows</td>
</tr>
<tr>
<td>Red – Sewer network</td>
</tr>
<tr>
<td>Green – Trade Effluent</td>
</tr>
<tr>
<td><strong>8.3 Connection to sewer location</strong></td>
</tr>
<tr>
<td>Provide the name of the street (or other identifying description) where the connection to the sewer is located:</td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>
Please provide a clear, legible plan using the correct colour coding that unambiguously identifies the following:

- The exact location of where the TE discharge enters the public sewer
- Location of TE sampling point, showing all flows that pass through it
- The TE discharge route to the public sewer, including any private pipelines or sewers
- The street name at the location of the sewer into which the TE discharges
- The location of any other discharges from site (for instance, domestic sewage or surface water),
- The outline of any contaminated or uncontaminated areas, and their relevant drainage and discharge points,
- Location of any TE treatment.

If there is more than one TE discharge point from the premises, ensure the information above for each one is provided and clearly distinguished.

Failing to provide sufficient, clear information will result in the application being rejected. This is one of the main points of rejection of applications.

We will not normally grant a TE discharge Consent for a discharge to a public surface water sewer without written approval from the Environment Agency.

Provide plans drawn to scale if possible.

See appendix 1 for examples.
Please indicate if rainfall/surface water flows through the sample point. If any surface water from the site forms part of the trade effluent volume through the designated sample point please provide details of this.

Contaminated surface water is classed as any surface water or rain water that may have become contaminated by contact with other substances such as oils, grease, fuels, detergents, etc. An example of this can be run off from items stored in yards/depots.

Uncontaminated surface water includes, for example, clean rainwater from roofs or small clean areas of hardstanding to surface water.

Any contaminated and uncontaminated surface drainage areas must be shown on the drainage drawing.
Section 9 – Volume Assessment

9. Volume assessment

9.1 Is there a flow meter which directly measures the wastewater/trade effluent discharged? (tick as appropriate)

☐ Yes  ☐ No

9.2 If yes, provide details of any meters associated with the discharge
Any additional meter information should be provided on additional sheets.

Type of meter: (tick as appropriate)

☐ Trade Effluent  ☐ Private Water Supply
☐ Sub-meter

Meter manufacturer and model

Serial number

Number of digits to provide reading to 1 m³

Unit of measurement: (tick as appropriate)

☐ Metric m³  ☐ Metric other, Units:

Please note you may select more than one

Refer to meter or instruction manual

Refer to meter

For a standard meter this will be the number of digits from left to right before the decimal point

9.3 If no, provide details of how the volume discharged will be assessed

..............................................................................................................................................................................

If water is received from a private network supplier, please supply all meter details as requested, and provide a photograph of the meter, showing both the serial number and meter reading. Failure to do so will result in the application being rejected.

<table>
<thead>
<tr>
<th>Meter Type</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trade Effluent</td>
<td>Records trade effluent volumes</td>
</tr>
<tr>
<td>Private Water Supply</td>
<td>Records water consumption and is not provided by Wessex Water</td>
</tr>
<tr>
<td>Sub-Meter</td>
<td>Private meter recording volumes to specific process</td>
</tr>
</tbody>
</table>

If there is a flow meter measuring the trade effluent discharged, provide all details requested and include calibration certificates and photographs. Failure to do so may result in the application being rejected.

Where there is no dedicated TE flow meter, you must provide sufficient information to provide a full explanation how TE flows are to be measured. This is essential to monitor compliance with any flow limits included in a TE Consent, and ensuring that wholesale bills are calculated correctly.
Section 10 – Information Relating to Health and Safety

10. Information relating to health and safety

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

Please advise of any specific health and safety requirements for the site. If there are none, state none.

You are required under Section 121 of the Water Industry Act (1991) for the provision and maintenance of an inspection chamber or manhole to allow for a sample of the discharge to be taken at any time. Safe and reasonable access to this sample point needs to be provided at all times and failing to do so may lead to enforcement action.
Section 11 – Declaration by the Authorised Signatory

<table>
<thead>
<tr>
<th>Signature</th>
<th>A wet signature is not required</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date (dd/mm/yyyy)</td>
<td>........................................</td>
</tr>
<tr>
<td>Full name (in capitals)</td>
<td>........................................</td>
</tr>
<tr>
<td>Role in the company or job title</td>
<td>........................................</td>
</tr>
<tr>
<td>For and on behalf of (company name)</td>
<td>........................................</td>
</tr>
<tr>
<td>Telephone number</td>
<td>........................................</td>
</tr>
<tr>
<td>Email address</td>
<td>........................................</td>
</tr>
</tbody>
</table>

The application process will not proceed unless this section has been fully completed.

This is to be signed by the non-household customers representative. A signed letter of authorisation (LOA) must be provided if a consultant or other identified authorised person is completing the forms and sign the declaration on behalf of the non-household customer.
Section 12 – Consent from the Retailer to Contact the Non-Household Customer

12. Consent from the Retailer to contact the Non-Household Customer

The Wholesaler may wish to contact the Non-Household Customer to arrange a visit to the premises or to ask detailed follow up questions of clarification in relation to the discharge. The default position is that the Wholesaler will contact the Customer directly with regards to this application, whilst keeping the Retailer informed. Indicate below if Retailer wishes to arrange or be present at any site visits, or be the primary contact for this application: (tick as appropriate)

- [ ] Retailer wishes to be present at the visit to the premises of the discharge
- [ ] Retailer will undertake to arrange the visit
- [ ] Retailer would like to be the primary contact in relation to detailed follow up questions for this application

This relates to the Consent application process only.

Where consent has not been provided, retailers will be expected to field and respond to technical questions. Where responses are not received within 5 business days, then we reserve the right to cancel the application process.
Section 13 – Declaration by the Retailer

<table>
<thead>
<tr>
<th>13. Declaration by the Retailer</th>
</tr>
</thead>
<tbody>
<tr>
<td>I believe the information given above is true and accurate.</td>
</tr>
</tbody>
</table>

| Signature | .......................... |
| Date (dd/mm/yyyy) | .......................... |
| Full name (in capitals) | .......................... |
| Role in the company or job title | .......................... |

Unless this information must be provided in full, the application will be rejected.

Electronic signatures are acceptable.
Appendix 1 – illustrative example of acceptable and unacceptable plans for use with form G/02 when applying for a trade effluent consent or variation to an existing Consent

**Example 1: a sufficient plan**

Key:
- **Red** – sewer network
- **Green** – trade effluent
- **Blue** – on site surface water
- **Brown** – domestic waste

Note: drawings to scale, with inclusion of a scale would be preferred.
Example 2: a detailed plan

Note: inclusion of a scale would be preferred.
Example 3: incomplete plan or illegible plans
Example 4: an incomplete plan
Example 5: a detailed but unclear plan

Is the red foul connection into the trade effluent or surface water sewer? Either unlikely to be acceptable

Red (foul) outline to a trade effluent inspection chamber

Green (TE) changes to red (foul) – why?
What is the chamber outlined in red?

No trade effluent sampling point identified

Green (TE) changes to red (foul) – why?
Appendix 2 – illustrative examples of acceptable locations for TE sampling points

- Public foul sewer
- Public foul sewer connection points
- Trade effluent consent/sample point for group of TE only discharges
- Domestic discharge
- Trade processes
- TE consent/sample point for individual process
- Public foul sewer connection point
- Mixture of trade effluent and domestic sewage
- TE consent/sample point for group of TE discharges