



**Cyfoeth  
Naturiol**  
Cymru  
**Natural  
Resources**  
Wales

Mr. Neil White  
Valero Energy Ltd.  
Pembroke Refinery  
Pembroke  
Pembrokeshire  
SA71 5SJ

**Our ref:** PAN-001571

**Date:** 31<sup>st</sup> May 2017

Dear Mr. Neil White

**Your environmental permitting application is duly made**

**Application reference: PAN-001571**

**Operator: Valero Energy Limited**

**Facility: Pembroke Refinery, Pembroke, Pembrokeshire, SA71 5SJ**

I'm writing to let you know that your application, received on 09/05/17, is duly made as of 09/05/2017

Duly made means that we have all the information we need to begin determination. Determination is where we assess your application and decide whether or not we can allow what you've asked for. If we have to refuse your application, we'll explain why.

We may need to ask you for more information during determination. If we do, we'll write to you to explain what we need and how long you have to reply.

Our Customer Charter explains that as long as you have provided us with all the information we need and there are no complicating factors such as confidentiality decisions, you can expect us to determine your application within three months.

We want to give you a decision as quickly as possible, but the time it takes depends on what's in the application. We may need to agree a longer timescale with you:

- if the application is complex;
- if we need to ask you for more information about the technical aspects of your application;
- if there's a considerable level of interest from the public or other organisations.

If we haven't already spoken to you about when to expect our decision, one of our officers will contact you soon to explain this and deal with any questions you have.

If we are unable to determine your application within the time agreed with you, you have the option to consider the application deemed refused. However, we will always work with you to agree a timescale for our determination.

Yours sincerely



**Saul White**  
**Senior Permitting Officer – Regulated Industry**

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[www.naturalresourceswales.gov.uk](http://www.naturalresourceswales.gov.uk)

Croesewir gohebiaeth yn y Gymraeg a'r Saesneg  
Correspondence welcomed in Welsh and English