

Mr. Karl Franklin
Benbrook
Crick
Caldicot
NP26 5UW

Our ref: PAN-019989

Date: 16/03/2023

Dear Mr. Franklin,

Your environmental permitting application is duly made

Application reference: PAN-019989

Facility: Benbrook

We are writing to let you know that your application, received on 22/11/2023 is duly made as of 14/03/2023. 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, included the appropriate fee and there are no complicating factors such as confidentiality decisions, you can expect us to determine your application within the following timescales:

- for transfer or partial transfer of an environmental permit within two months;
- for a standard permit (except for installations); minor or normal variation or surrender or partial surrender of an environmental permit within three months;
- for a standard permit for an installation, a bespoke permit or substantial variation to a permit (with public participation) within four 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 your application contained a request for confidentiality we will write to you separately about our decision on that.

We must advertise new bespoke applications, standard rules applications for installations and substantial variations on our website. We explain more about this in our Public Participation Statement which can be found on our website.

Rights of appeal

If we have not made a decision on your application within the relevant timescale, or by any agreed extended date, you can notify us that you consider the application to have been refused and appeal to Planning and Environment Decisions Wales (PEDW) at the following addresses: **Planning and Environment Decisions Wales, Crown Buildings, Cathays Park, Cardiff, CF10 3NQ**. Phone: 0300 060 4400. Email: PEDW.Casework@gov.wales

You must send written notice of the appeal and the documents listed below to the Welsh Ministers to the respective Planning Inspectorate address above.

At the same time you must send us a copy of the notice and documents to:

Permitting Manager, Permitting Service, Natural Resources Wales, Cambria House, 29 Newport Road, Cardiff, CF24 0TP. Phone: 0300 065 3000.

Further information about making an appeal and the forms you will need are available from the Planning and Environment Decisions Wales website or via [Contact us: Planning and Environment Decisions Wales | GOV.WALES](#)

The documents are:

- a statement of the grounds of appeal;
- a copy of any relevant application;
- a copy of any relevant environmental permit;
- a copy of any relevant correspondence between the appellant and the regulator;
- a copy of any decision or notice which is the subject matter of the appeal; and
- a statement indicating whether you wish the appeal to be in the form of a hearing or dealt with by way of written representations.

You may withdraw an appeal by notifying the Welsh Ministers in writing and sending a copy of that notification.

If you have any questions please phone our Customer Services Centre on 0300 065 3000 and they will put you in touch with one of our Permit Receipt Centre advisors or email permitreceiptcentre@naturalresourceswales.gov.uk.

Yours sincerely

Deri McDonagh

Water Resources Permitting Officer

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Canolfan Trwyddedu Cymru (Caerdydd), Cyfoeth Naturiol Cymru, Tŷ Cambria, 29 Heol Casnewydd, Caerdydd. CF24 0TP
Wales Permitting Centre (Cardiff), Natural Resources Wales, Cambria House, 29 Newport Road, Cardiff. CF24 0TP

Gwefan/Website www.cyfoethnaturiolcymru.gov.uk
www.naturalresourceswales.gov.uk

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