

Mr Robert Huxham
Severn Trent Water Limited
Stratford Road
Longbridge
Warwick
CV34 6QW

Our ref: PAN-005169

Date: 23/04/2019

Dear Mr Huxham

Your environmental permitting application is duly made

Application reference: PAN-005169

Operator: Severn Trent Water

Facility: Elan Valley Water Treatment Works

We are writing to let you know that your application, received on 02/04/2019, is duly made as of 02/04/2019. 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.

Ffôn/Tel 0300 0065 4884
Ffacs/Fax 030000653001
Ebostr/E-mail Elliot.Burge@cyfoethnaturiolcymru.gov.uk
Elliot.Burge@naturalresourceswales.gov.uk

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

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.

Please be aware that there will be an annual subsistence fee if and when the permit is issued. Please see The Environmental Permitting Charge Scheme and Guidance which is available on our website.

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

Elliot Burge
Water Quality Permitting Officer

Wales Permitting Service