

Dr J H Looney  
Sustainable Direction Ltd  
6 Twigworth Court Business Centre  
Twigworth  
Gloucester  
GL2 9PG

**Our ref:** PAN-000849

**Date:** 25<sup>th</sup> November 2016

Dear Dr Looney

**Your environmental permitting application is duly made**

**Application reference: PAN-000849**

**Applicant: Radnor Hills Mineral Water Company Limited**

**Facility: Radnor Hills, Heartsease, Knighton, Powys, LD7 1LU.**

I'm writing to let you know that your application, received on 17<sup>th</sup> October 2016, is duly made as of **25<sup>th</sup> November 2016**. 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.

If you have any questions please phone me on 03000 654358 or email [anna.lewis@naturalresourceswales.gov.uk](mailto:anna.lewis@naturalresourceswales.gov.uk).

Yours sincerely



**Anna Lewis**  
Principal Permitting Officer

**NRW Permitting Service**

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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