

[REDACTED]

Date: [REDACTED]

Dear [REDACTED]

Environmental permitting application

Application reference: [REDACTED]

Operator: [REDACTED]

Facility: Exmouth STW, Mear Lane

Thank you for your application received on [REDACTED]

If your application is for an activity related to a project that has, or will apply for, a Development Consent Order (DCO) please email [REDACTED] [REDACTED] quoting your permit / licence reference number.

What happens next?

A permitting officer will check that all relevant information requested in the application forms and application guidance is provided, and will contact you if information is missing.

If you need to add something, please send it to us at [REDACTED] [REDACTED], quoting your application reference.

If you have used our enhanced pre application advice service, you must ensure you have paid all associated fees before your application can progress.

Duly made checks

Once your application is allocated, the permitting officer will check your application. When we are satisfied we have the necessary information to begin our assessment and decision making, your application is considered 'duly made'.

We will then begin our technical assessment of your application, we call this the determination stage.

If we need any more information from you at the duly making stage, we will contact you to tell you what additional information you need to submit. You have 5 working days to provide this information. The day after we request it is 'day 1'.

If we are still unable to progress your application any further, we will return it to you. Please note that we will retain part of your application charge where we have spent time reviewing your application and requesting information. Further details can be found in our [Charging Scheme](#).

When we decide that your application is duly made, we will confirm this by email or letter.

Consultation

If your application needs consultation with the public and other organisations, we will publish the details on GOV.UK. [Environmental permits: when and how we consult](#) explains which applications we are required to consult on and how long this will take.

We aim to respond to all customer enquiries however, this can have a significant impact on our ability and capacity to progress applications. Please rest assured that we will contact you as soon as there is any update on your application, so please avoid contacting us unnecessarily for updates. For urgent enquiries, you can contact our National Customer Contact Centre on 

Yours sincerely

