

# Briefing Note: Existing Medium Combustion Plant (MCP) and Specified Generators (SG) communication routes

07 June 2022

---

## What is changing?

From the 7<sup>th</sup> June 2022 we will no longer answer general enquiries sent to the mailbox [MCPDHelp@environment-agency.gov.uk](mailto:MCPDHelp@environment-agency.gov.uk)

The mailbox will continue to be used to send communications to our stakeholder list but is now no-reply.

The mailbox can still be used to send compliance monitoring returns and notifications in relation to issued standard rules permits.

### *Why are we making this change?*

The most efficient way for the Environment Agency to give advice and ensure equal access to our services for all operators and customers is via established communication channels as outlined below. This change will also mean we are better able to monitor the volume and types of enquiries we receive so that we can continually improve our externally available guidance.

## What communication routes can I use?

### *Our guidance pages:*

Many queries can be answered by reading our guidance pages:

[Medium combustion plant and specified generators: environmental permits - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/medium-combustion-plant-and-specified-generators-environmental-permits)

Did you know that you can set up alerts to be notified about changes to our guidance pages? Look for the button 'get emails about this page' at the bottom of each .gov.uk page you are interested in.

If there is an error or missing information on our.gov.uk guidance pages, then you can use the buttons at the bottom of the page to report the problem or give feedback on the content so that it can be improved.

### *Pre-application enquiries:*

If you have questions prior to applying for a MCP and/or SG standard rules or bespoke permit, then we offer a pre-application advice service:

[Get advice before you apply for an environmental permit - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/get-advice-before-you-apply-for-an-environmental-permit)

To access MCP&SG services select the 'installations activities' form.

Once you have applied you will receive an acknowledgement email with details of how to communicate with the National Permitting Service about your application.

### *Phase II & III preparations:*

If you are interested in preparations for the upcoming regulatory deadlines for MCP & SG in 2024, 2025, 2039 and 2030 you can keep informed about when and how to apply and contribute to consultations by completing this [survey](#) which will give you the option to join our mailing list.

We will send our mailing list communications from the [MCPDHelp@environment-agency.gov.uk](mailto:MCPDHelp@environment-agency.gov.uk) mailbox, you may need to add this to your contacts to ensure the messages don't end up in your spam folder. This is now a no-reply mailbox.

If you have questions about the preparations for phase II and III this can be done via the pre-application service given above or via our general enquires contact details given below.

Our advisors are also in regular contact with trade bodies who are working together to help prepare for the upcoming requirements.

### *General enquiries*

All other enquiries can be made to [enquiries@environment-agency.gov.uk](mailto:enquiries@environment-agency.gov.uk)

or call us on 03708 506 506 Monday to Friday, 8am to 6pm.

Telephone from outside the UK +44 (0) 114 282 5312

### *Standard rules compliance returns and notifications:*

Compliance returns and notifications for issued standard rules permits should continue to be sent to [MCPDHelp@environment-agency.gov.uk](mailto:MCPDHelp@environment-agency.gov.uk)

### *Bespoke permit compliance returns and notifications:*

Communication details will be sent to you once your permit is issued.