

From: [PSC Land](#)
To: ["Anita.Manns@mottmac.com"](mailto:Anita.Manns@mottmac.com)
Subject: Receipt of Application EPR/KP3630KV/V003
Date: 03 December 2021 10:49:00
Attachments: [image001.gif](#)
[image002.gif](#)
[image003.gif](#)
[image004.gif](#)
[image005.gif](#)

Dear Mrs Manns

Environmental permitting application

Application Reference: EPR/KP3630KV/V003

Operator: Southern Water Services Limited

Facility: Bexhill And Hastings Wtw And Stc

Thank you for your application, received **28/09/2021**. We received your application fee on **27/09/2021**.

What happens next?

Allocation

Your application has been added to our work queue to be allocated to a Permitting Officer to be checked. A Permitting Officer will contact you as soon as they pick up your application.

Please note, the time it takes to allocate an application depends on the availability of an officer with the correct skills to work on your application, and the number of other applications we are working on.

Our current queues are large and we are taking longer than usual to allocate work for checks. The table below shows our estimated queue times by application type. Please note, this is based on our average times and some applications may be picked up before or after the timescales listed below.

Application type	Estimated time to allocation
Substantial variation	13-27 weeks

When your application is allocated, a permitting officer will check that all relevant information requested in the application forms and [application guidance](#) is provided. If there is information missing, this will delay the progress of your application. You can avoid incurring delays by reviewing your application and checking you have provided everything we need. If you need to add something, please send it to us at PSC@environment-agency.gov.uk, 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.

We aim to respond to all customer enquiries, however at busy times 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. For urgent enquiries, you can contact our National Customer Contact Centre on 03708 506 506.

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 add your application to our determination work queue for 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.

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.

Determination

The officer determining your application will contact you when they begin this work. They will be your main contact for the remainder of the process, up to the point we notify you of our final decision.

For more complex applications, the officer may need further information to complete their assessment. Unless the information can easily be obtained by a phone conversation or exchange of emails, they will send you a notice explaining what you need to submit.

Consultation

If your application needs consultation with the public and other organisations we use an online consultation tool where we will add all application documents. [Environmental permits: when and how we consult](#) explains which applications we are required to consult on and how long this will take.

Yours sincerely

Tchale Lymer
Permit Support Advisor
Permitting and Support Centre

Land Team (Waste, Installation & Deployment)
Environment Agency
99 Parkway Avenue
Parkway Business Park
Sheffield
S9 4WF

 **02030253898**

Our web content has moved to www.gov.uk/environment-agency

Help us to improve our service and complete our customer survey -

<http://www.smartsurvey.co.uk/s/NPScustomer/>

