

# **Trade Effluent Customer Application Form**

## Change History

<b>Version Number</b>	<b>Date of Issue</b>	<b>Reason for Change</b>	<b>Change Control Reference</b>	<b>Sections Affected</b>
V1.0	29 November 2022	Bilateral Interfaces Solution Phase 6	CPW070g	All
V2.0	16 December 2025	Bilateral Interfaces Solution Phase 15	CPW139i	Introduction, 2,3,5,7,10,11,12

## Trade Effluent Customer Application Form

### Notice for a Trade Effluent discharge into the Wholesaler's Sewerage system or for a modification to an existing Consent to Discharge into a Wholesaler's Sewerage system

(in accordance with Water Industry Act 1991, Chapter III Trade Effluent)

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This form should be Submitted to the Wholesaler by yourself (the Non-Household Customer) or your Retailer on your behalf for:

- A new Trade Effluent Consent
- A new Temporary Trade Effluent Consent (a Trade Effluent consent with a maximum duration of 6 months or a Trade Effluent consent for multi-site activities for a maximum duration of 6 months)
- A re-activation of a Trade Effluent Consent
- The variation of a Trade Effluent Consent
- The discontinuation of a Trade Effluent Consent
- The termination of a Trade Effluent Consent.

This form must be completed and signed by the owner or occupier (or authorised signatories) of the premises to which the application relates.

If you (the Non-Household Customer) have moved into a Premises with an active Trade Effluent Consent, your Retailer shall submit a request for termination of the Trade Effluent Consent on behalf of the original Trade Effluent Consent holder(s) for consideration by the Wholesaler. In these cases, the Retailer shall provide supporting evidence of the original Trade Effluent Consent holder(s) having vacated the Premises and/or being uncontactable, in compliance with Section 3.2.1 (c) of OSD 0708 (Bilateral Processes for Part G: Trade Effluent).

Following acceptance of the application, the Wholesaler may require further detailed information in order to assess the discharge and complete the application, in which case the Wholesaler may request that information from you, your Retailer, and/or by undertaking a site visit.

A separate application should be made for each Trade Effluent discharge made to public sewer from the premises.

**Note that completion of this application form does not constitute approval to discharge Trade Effluent.**

**Temporary Consent services differ between wholesalers.**

The form is divided into sections as follows

<b>Number</b>	<b>Section</b>
1.	Retailer details
2.	Type of application
3.	Details of applicant
4.	Variation Information
5.	Trade Effluent discharge description
6.	Trade Effluent sampling and monitoring
7.	Volume Assessment
8.	Allowances
9.	Information relating to health and safety
10.	Termination of Trade Effluent Consent requested by the Consent holder
11.	Discontinuation of Trade Effluent Consent
12.	Declaration by the authorised signatory

**Sections 1, 2, 3, and 12 must be completed for all applications along with the relevant sections depending on service requested. Your Retailer may assist you in completing the application and may make technical enquiries of the Wholesaler using Process G1<sup>1</sup>.**

Please note that sections 1, 3, 6, 7, and 12 of this form may contain or lead to the identification of personal data. MOSL is committed to protecting your sensitive information. Any data you provide will be handled with the utmost care and in accordance with applicable data protection laws. The information will be used for the purposes outlined in the application and will be securely stored to prevent unauthorised access.

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<sup>1</sup> Process G1 is the process for dealing with Trade Effluent enquiries, including in relation to the processing of Consents.

## 1. Retailer details

Your Retailer will be the company that is the retail provider for Sewerage Services to the premises and bills for those services.

Retailer name .....

## 2. Type of application

### 2.1 Indicate which of the following this application relates to (tick only one)

- |  |                          |  |
|--|--------------------------|--|
| a) New Consent   | <input type="checkbox"/> | Please complete sections 1, 2, 3, 5 to 9 and 12  |
| b) New Temporary Consent (a Trade Effluent Consent with a maximum duration of 6 months or a Trade Effluent Consent for multi-site activities for a maximum duration of 6 months) | <input type="checkbox"/> | Please complete sections 1, 2, 3, 5 to 9 and 12  |
| c) Renewal after discontinuation   | <input type="checkbox"/> | Please complete sections 1, 2, 3, 5 to 9 and 12  |
| d) Variation to an existing Consent (Including change of company name)   | <input type="checkbox"/> | Complete sections 1 to 9 and 12; note this may result in a new Consent and termination of the existing Consent |
| e) Discontinuation of Trade Effluent Services  | <input type="checkbox"/> | Complete section 1,2, 11 and 12  |
| f) Termination of Consent requested by the Consent holder (as the discharge has permanently ceased)  | <input type="checkbox"/> | Complete section 1, 2, 10 and 12   |

The Non-Household Customer must complete the declaration in section 12.

If you are required to complete a section as per above, please do not leave a section blank. Please use n/a or '0' as a response or any other response as appropriate.

### 2.2 Consent/DPID/SPID Information

This information may be quoted on the sewerage bill for the premises, or your Retailer can supply it. *May not be applicable for Temporary Consents.*

Provide the Trade Effluent Consent reference number or Discharge Point ID (where there is an existing Consent for the discharge)

.....

Provide any Supply Point ID(s) given to the premises.

.....

### 3. Details of applicant

#### 3.1 Information about the organisation applying for the Consent to discharge

This is the legal body responsible for the discharge and the premises from which the discharge will be made. All legal documentation and notices relating to the Trade Effluent discharge will be sent to this address and copied to your Retailer.

Indicate the legal status of the company or organisation (tick only one)

- Company or body corporate
- Governmental organisation
- Sole trader
- Partnership/Joint Venture

Provide the full legal name of the company. In the case of a sole trader, provide the name of the individual. In the case of a partnership/joint venture, provide the names of all the partners.

.....

Trading name of the company or organisation if different

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#### 3.2 Registered address and other details

This may be a private address in the case of a sole trader or partnership

.....  
.....  
.....  
.....

Postcode .....

Is the organisation a registered company? (tick as appropriate)

- Yes  No

If yes, Companies House registration number .....

Consents are not transferrable, and therefore a change of legal entity (evidenced by a change of company number) will result in a new application for Consent being required.

**3.3 Trade premises details to which application for Consent applies**

This is the premises from which the Trade Effluent is to be discharged or is discharged (as applicable).

**Same address as above**

Address of premises:

Premises Name 1 .....  
Premises Name 2 .....  
Address Line 1 .....  
Address Line 2 .....  
Address Line 3 .....  
Address Line 4 .....  
Address Line 5 .....  
Postcode .....

Primary Trade Effluent Contact at the premises

Name of contact .....  
Job title of contact .....  
Landline telephone number .....  
Mobile number .....  
Email address .....

**3.4 Operational Information**

Provide the operational hours for the premises

.....

**Same contact as above**

Out of hours contact:

Name of contact .....  
Job title of contact .....  
Landline phone number .....  
Mobile number .....  
Email address .....

**3.5 Owner of premises**

This information is required in order for contact to be made to the landlord of a site.

Is the company applying for the Consent the owner of the premises? (tick as appropriate)

Yes

No

If it is not the owner, provide:

Name of owner of the premises .....

Address .....

.....

.....

Postcode .....

Telephone number .....

**4. Variation Information**

Reason for Variation

.....

.....

Details of Variation (e.g. change in Consent parameters such as volume or determinand limits)

.....

.....

.....

**5. Trade Effluent discharge description**

**5.1 Production of Trade Effluent**

Trade conducted at the premises .....

.....

Describe in detail the process(es) from which the Trade Effluent arises (Please use last page to add further info if required.)

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**5.2 Trade Effluent treatment**

Trade Effluent treatment to be given at site (e.g. oil separation, balancing, pH correction, chemical or biological treatment)

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.....  
.....  
.....

**5.3 Chemicals/substances to be discharged or stored on site (with the potential to be discharged into the public sewer)**

The following cannot be discharged:

- Wastewater greater than 43 degrees centigrade.
- Trade Effluent that gives off an inflammable vapour at less than 23 degrees centigrade.

Indicate if any of the below are relevant to the discharge.

All substances discharged must be declared in this application, and any omission to declare substances discharged or to be discharged will constitute an offence by virtue of Section 118(5) of the Water Industry Act 1991.

You must declare any of the substances listed on the [Environment Agency List of Priority or Hazardous Substances](#). Provide the following information: Any substances declared must be supported by sample data and/or supporting information. Failure to provide this may result in the application being rejected. Use additional sheets if more space is required and the last page to add any further information.

Substance/ Composition	Discharged (tick)	Stored (tick)	Maximum concentration to be discharged (mg/l or ug/l)	Average concentration to be discharged (mg/l or ug/l)	Volume stored on site (litres)
High or Low pH					
Solids					
Organic Content					
Detergents					
Ammonia					
Phosphorus					
Chloride					
Metals or Cyanide					
Fat, Oils or Grease					
Sulphate or sulphide					

#### 5.4 Volume of Trade Effluent

Maximum volume to be discharged (m<sup>3</sup> per 24 hours) .....

Maximum rate of discharge (litres per second) .....

Estimated total discharged m<sup>3</sup> of Consent (Temporary Consent only) .....

Proposed starting date for discharge  
(or approximate starting date for an existing discharge) .....

End date (Temporary Consent only) .....

Period(s) of discharge within a 24 hour period .....

Is this a continuous or batch discharge? (tick as appropriate) .....

Continuous                       Batch(intermittent)

How is the effluent discharged? .....

Gravity                               Pumped

## 6. Trade Effluent sampling and monitoring

### 6.1 Sample Point Location

The sample point must be such that it will provide a sample of the Trade Effluent discharged to the public sewer without domestic sewage contamination, and provide safe and reasonable access at all times

Provide a description of the location of the sample point (and X-Y coordinates or what3words if known):

Location .....

.....

.....

### 6.2 Drainage Plan

Enclose a drainage plan for the premises with the following marked on the plan:

- **The location of the sample point**
- **Point of entry into the public sewerage system**, appropriately coloured as follows

**Red** – Sewer network

**Blue** – On-site surface water

**Green** – Trade Effluent

**Brown** – Domestic Waste

Wholesalers will not know your private drainage system. Failure to supply a suitable drainage plan may result in a rejection of your application.

**6.3 Connection to public sewer location**

Please provide Street Name, XY coordinates or what3words(or other identifying description) where the connection to the sewer is located

.....

**6.4 Is this a proposed or an existing connection to the Sewerage network? (tick as appropriate)**

Proposed  Existing

Into which Sewerage network is the discharge intended to be made? (tick as appropriate)

Foul sewer  Combined sewer  Direct to wastewater treatment works

*Please note that an application into a surface water sewer cannot be accepted.*

**6.5 Is there any Contaminated surface water (rainfall) discharged through the Trade Effluent sample point? (tick as appropriate)**

Yes  No

Contaminated surface area draining through Trade Effluent sample point

..... m<sup>2</sup>

**6.6 Is there monitoring of the discharge, such as pH monitoring? (tick as appropriate)**

Yes  No

If yes, provide further details

.....  
.....

**7. Volume Assessment**

**7.1 Are there any private meters that could be used to measure the Trade Effluent?**

This information will support the Wholesaler’s assessment of the meter(s) that should be considered as part of this application. **Meter readings from Trade Effluent Meter(s) will increase the accuracy of the calculation of charges.** This information will also support the Wholesaler’s review of the application to ensure that the configuration of the site is accurate.

Yes  No

Provide all the Meter Serial numbers associated with the discharge (if applicable).

**7.2 Site consumption information**

Average water consumption (m<sup>3</sup> per day) .....

Average consumption from sources other than mains supply (e.g. borehole, river, sea etc.)(m<sup>3</sup> per day) .....

**8. Allowances**

Please provide details of any water which is not returned to sewer. This may be due to evaporation, use in product or tankered offsite etc.

.....

Please be aware that any Non-Return allowances that may be applied will need to have supporting evidence provided.

**9. Information relating to health and safety**

9.1 Provide details of any particular Health and Safety considerations or access requirements that need to be observed by visitors to the premises such as PPE, induction or if the premises is subject to Control of Major Hazards (COMAH) regulations.

.....

.....

9.2 Indicate if the Environment Agency (EA) has issued an environmental permit in relation to the premises from which the Trade Effluent is to be discharged (tick as appropriate)

Yes

No

EA Permit type .....

EA Permit number .....

Is application in progress? (tick as appropriate)

Yes

No

## 10. Termination of Trade Effluent Consent requested by the Consent holder

This is for a permanent termination where no further Trade Effluent discharge will take place.  
Reason for request for termination:

.....  
.....

Date of termination of the Trade Effluent Consent .....

Final Meter reading(s) where applicable.....

## 11. Discontinuation of Trade Effluent Consent

This is for a temporary cessation of Trade Effluent discharge.

Any subsequent application to reactivate the Consent may be subject to conditions.

Reason for request for discontinuation:

.....  
:

Proposed start date of discontinuation of the Trade Effluent Consent: .....

Expected discharge renewal date: .....

Final Meter reading(s) where applicable.....

## 12. Declaration by the authorised signatory

This application form must be signed by an authorised signatory(ies) of the company responsible for the Trade Effluent discharge as set out in section 3 above. Section 118 of the 1991 Act makes it an offence to discharge Trade Effluent without a Trade Effluent Consent. Section 204 of the 1991 Act requires that information regarding the discharge of Trade Effluent must be given and failure to give such information is an offence.

I/we declare that the information given in the application form and any accompanying information is correct to the best of my knowledge and belief and is sufficient to specify all matters (pursuant to S119(2) of the 1991 Act).

I/we acknowledge that there may be a requirement to provide and maintain suitable inspection chambers/effluent treatment/monitoring equipment and for reporting information on the composition and volume of Trade Effluent discharged to sewer.

I/we confirm that I/we accept liability for the Retail Charges in respect of this application and any Trade Effluent Consent granted.

I/we acknowledge that any Consent issued will be subject to public disclosure.

Signature	.....
Date (dd/mm/yyyy)	.....
Full name (in capitals)	.....
Role in the company or job title	.....
For and on behalf of (company name)	.....
Telephone number	.....
Email address	.....
Signature	.....
Date (dd/mm/yyyy)	.....
Full name (in capitals)	.....
Role in the company or job title	.....
For and on behalf of (company name)	.....
Telephone number	.....
Email address	.....
Signature	.....
Date (dd/mm/yyyy)	.....
Full name (in capitals)	.....
Role in the company or job title	.....
For and on behalf of (company name)	.....
Telephone number	.....
Email address	.....

More information

Please use this page to add further information  
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