

Pollution Prevention and Control Act 1999

**The Pollution Prevention and Control
(England and Wales) Regulations 2000
(as amended)**



INSTALLATION PERMIT

REF – PPC/PFS/08/7

**Permit to carry on
The unloading of petrol into
Storage at a Service Station**

**Wm Morrison Supermarkets Ltd
Tower Road
Lowestoft
Suffolk
NR33 7NG**

**Pollution Prevention and Control Act 1999
Pollution Prevention and Control (England and Wales)
Regulations 2000 (as amended) Schedule 1**

Permit Reference No. PPC/PFS/08/7

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Section One

Introductory Note & Description of Permitted Installation

**Pollution Prevention and Control Act 1999
Pollution Prevention and Control (England and Wales) Regulations 2000
(as amended) Schedule 1**

Permit Reference No. PPC/PFS/08/7

Introductory Note

Permit Holder:	Wm Morrison Supermarkets Ltd
Installation Address:	Tower Road Lowestoft Suffolk NR33 7NG
Registered Address of Company:	Wm Morrison Supermarkets Ltd Hilmore House Gain Lane Bradford BD3 7DL

Provenance	Date
Application for Authorisation (EPA 90)	14 th April 1998
Authorisation Issued	11 th May 1998
Permit deemed application	1 st April 2003
Permit Issued	18 th January 2008

Wm Morrison Supermarkets Ltd is hereby permitted by the Waveney District Council to carry on Unloading into Storage of Petrol at a Service Station, as prescribed in Section 1.2 Part B of Schedule 1, Pollution Prevention and Control (England and Wales) Regulations 2000 (as amended) at the above Installation attached map reference PPC/PFS/Location and in accordance with the conditions detailed in Section 2 of this Permit.

Signed..... Date.....

Principal Service Manager (Environmental Health)

1.0 Process Description

- 1.1 The EC Stage 1 Petrol Vapour Recovery Directive is implemented in part by prescribing the process for Local Authority Air Pollution Control under the Pollution Prevention Control Act 1999.
- 1.2 Unloading of petrol into storage at service stations or terminals is, prescribed for Local air pollution prevention and control, LAPPC, under section 1.2 Part B of Schedule 1 of the Pollution Prevention and Control (England and Wales) Regulations 2000 SI 19737.
- 1.3 Deliveries of petrol can occur at any time and may occur outside normal operating hours. Deliveries are directly supervised by a service station operator or can be controlled entirely by the road tanker driver if the site has Driver Controlled Delivery (DCD) facilities. In the Approved Code of Practice and Guidance on Unloading Petrol from Road Tankers (L133), reference is made to unloading “where the tanker driver is assisted” and “where the tanker driver is unassisted”.
- 1.4 Petroleum is delivered to the site in bulk tankers and is transferred to the underground storage tanks as required. Transfer is by gravity through vapour tight hoses. Vapour displaced by the petrol is returned to the tanker via vapour tight hoses (Stage I Vapour Recovery).
- 1.5 The integrity of the system is maintained by a pressure vacuum relief valve on the vent pipes, which prevents discharges during filling. In order to maintain the integrity of the system the maximum number of tanker compartments that can be discharged simultaneously is **two**.
- 1.6 There are also petrol vapour emissions associated with the filling of vehicle petrol tanks at service stations. Controls for abating such emissions are termed “Stage II controls”. Under the 1991 United Nations Economic Commission for Europe Protocol to the 1979 Convention on Long- Range Transboundary Air Pollution Concerning the Control of Emissions of Volatile Organic Compounds or their Transboundary Fluxes (referred to herein as the UN ECE VOCs Protocol), the United Kingdom is obliged to introduce controls to ensure that such emissions are recovered. This obligation has been given effect by SI 2006, No. 2311.
- 1.7 In relation to provisions for Stage II controls, this note does not apply to existing service stations where the throughput of petrol does not exceed 3500m³ in any 12-month period.

Section Two

Permit Conditions

**Pollution Prevention and Control Act 1999
Pollution Prevention and Control (England and Wales) Regulations 2000
(as amended) Schedule 1**

Permit Reference No. PPC/PFS/08/7

The conditions contained within this Permit are based upon Guidance Note PG 1/14(06) Unloading of Petrol into Storage at Service Stations.

The requirements of the conditions attached to this permit shall come into effect on the date indicated in the individual condition or if no date is indicated shall take effect forthwith.

1.0 Emission Limits and Controls – Stage One Vapour Recovery

- 1.1 Vapours displaced by the delivery of petrol into storage installations at service stations shall be returned through a vapour tight connection line to the mobile container delivering the petrol. The vapour line and connection should be taken to include the hoses and connectors used to return vapour to the mobile container. Unloading operations may not take place unless the arrangements are in place and properly functioning, subject to Conditions 1.3, 1.4 and 1.5.
- 1.2 The operator shall implement the schedule of preventative maintenance as appended to this permit.
- 1.3 All reasonably practicable steps shall be taken to prevent uncontrolled leaks of vapour from vents, pipes and connectors from occurring. The Authority shall be advised without delay of the circumstances of such a vapour leak if there is likely to be an effect on a local community, and in all cases such a vapour leak should be recorded in the log book required under Condition 3.1

In this condition and in Condition 1.4, a vapour leak means any leak of vapour excepting those, which occur through the vent mentioned in Condition 1.11, during potentially hazardous pressurisation.

- 1.4 The operator shall advise the Authority of the corrective measures to be taken and the timescales over which they will be allowed to be implemented in the event of a vapour leak described in Condition 1.3.
- 1.5 Instances of vapour lock shall be recorded in the logbook and under the circumstances detailed in Condition 1.3 be reported to the Authority.

- 1.6 The procedures in Conditions 1.2 to 1.5 inclusive shall be reviewed in light of any modifications that occur to the facilities. The Authority shall be advised of any proposed alteration to operating procedures.
- 1.7 The vapour collection systems shall be of a size and design, as approved by the Authority, to minimise vapour emission during the maximum petrol and vapour flow in accordance with Conditions 1.1 and 1.8 i.e. when most tank compartments are being simultaneously discharged.

(In the case of existing vapour collection systems, an assessment shall be made of the maximum number of tanks which can be discharged whilst still maintaining the integrity of the vapour collection system.)
- 1.8 The number of tanker compartments being discharged simultaneously shall not exceed 2, excluding the diesel compartments.
- 1.9 The connection points on the tank filling pipes and vapour return pipe shall be fitted with secure seals to reduce vapour leaks when not in active use. If apertures are provided on storage tanks for the use of a dipstick, these shall be securely sealed when not in use.
- 1.10 The fittings for delivery and vapour return pipes shall be different to prevent mis-connection.
- 1.11 Petrol storage tank vent pipe(s) shall be fitted with a pressure vacuum relief valve to minimise vapour loss during unloading and storage of petrol. (The pressure vacuum relief valve shall be sized and weighted to prevent vapour loss, except when the storage tanks are subject to potentially hazardous pressurisation.)
- 1.12 When connecting hoses prior to delivery, the vapour return hose shall be connected before any delivery hose. The vapour return hose shall be connected by the road tanker end first, and then at the storage tank end.
- 1.13 Adjacent to each vapour return connection point for the storage tank, there shall be a clearly legible and durable notice instructing 'Connect vapour return line before off-loading' or similar wording. The sign shall also refer to the maximum number of tanker compartments, which may be unloaded simultaneously in accordance with Condition 1.8.
- 1.14 If dip testing of storage tanks or road tanker compartments is performed before delivery, the dip openings shall be securely sealed prior to the delivery taking place.
- 1.15 Road tanker compartment dip testing shall not be performed whilst the vapour hose is connected.

- 1.16 A competent person shall remain near the tanker and keep a constant watch on hoses and connections during unloading. (A competent person is one who has received training in accordance with Clauses **6.13-6.21**, **6.36** and **6.38** of the Secretary of State's Process Guidance Note PG1/14(06). Delivery drivers may be trained as the competent person.
- 1.17 All road tanker compartment and vent discharge valves shall be closed on completion of the delivery.
- 1.18 On completion of unloading, the vapour hose shall not be disconnected until the delivery hose has been discharged and disconnected. The delivery hose shall be disconnected at the road tanker first. The vapour return hose shall be disconnected at the storage tank end first.
- 1.19 All connection points shall be securely sealed after delivery.
- 1.20 If the storage tanks or road tanker compartments are dipped after delivery, the dip openings shall be securely sealed after dip testing.
- 1.21 Manhole entry points to storage tanks shall be kept securely sealed, except when maintenance and testing are being carried out which require entry to the tank.
- 1.22 Petrol delivery and vapour return lines shall be tested no less than once in every 5 year period and the results of the test kept on site for inspection by the regulator.
- 1.23 Pressure vacuum relief valves on petrol storage tank vents shall be checked for correct functioning, including extraneous matter, seating and corrosion at least once every three years.

2.0 Emission Limits and Controls – Stage Two Vapour Recovery

- 2.1 Vapours displaced by the filling of petrol into vehicle petrol tanks at service stations with a throughput of more than **3500m³** of petrol per year shall **by 1st January 2010** be recovered through a vapour recovery system (stage II vapour recovery) to a storage installation, which shall include the service station's underground storage tank or other appropriate vessel. Filling of vehicle petrol tanks shall not take place unless such a vapour recovery system is in place and fully functioning.
- 2.2 The vapour recovery system referred to in condition **2.1** shall be approved for use under the regulatory regime of at least one European Union or European Free Trade Association country ("type approval"). A

certificate to confirm such compliance shall be retained at the petrol station with the log book. The vapour recovery system shall be certified by the manufacturer to have a hydrocarbon capture efficiency of not less than 85% [see paragraph 5.16 and Section 8 of PG1/14(06)], determined through the aforementioned type approval test.

- 2.3 All vapour recovery equipment used shall be designed, installed and tested in accordance with the relevant British, European and international standards or national methods in place at the time that the equipment was installed.
- 2.4 Petrol delivery and vapour recovery systems for vehicle petrol tanks should be tested in accordance with the manufacturer's specifications prior to commissioning and for:
- Vapour containment integrity at least once every three years, and always following substantial changes or significant events that lead to the removal or replacement of any of the components required to ensure the integrity of the containment system
 - Effectiveness of the vapour recovery system at least once every three years where an automatic monitoring system is in place and every year in other cases.

For open active systems this shall be undertaken by measuring the ratio of the volume of vapour recovered to liquid petrol dispensed i.e. vapour/petrol ratio (V/P). The V/P ratio should be at least 95% and, where the vapours are recovered into the fuel storage tank, not greater than 105% to avoid excessive pressure build up and consequent release through the pressure relief valves. The V/P ratio shall be determined by simulating the dispensing of petrol using measuring equipment approved for use in any European Union or European Free Trade Association country. The method to be used shall involve measuring the volume of air recovered with fuel flow simulated at the dispenser and read electronically using the approved measuring equipment. This provides the ratio of air recovered to liquid dispensed (air/liquid ratio) which shall then be corrected to provide the V/P ratio using an appropriate factor to account for the difference in viscosity between petrol vapour and air ('k-factor').

For other systems, the effectiveness of the vapour recovery system should be tested for effectiveness in accordance with the manufacturer's specification with details of this testing retained with the service station log book.

- 2.5 For stations fitted with an automatic monitoring system, the system shall be capable of:-

- Automatically detect faults in the proper functioning of the petrol vapour recovery system including the automatic monitoring system itself and indicate faults to the operator. A fault shall be deemed to be present where continuous monitoring during filling of vehicle petrol tanks indicates that the V/P ratio (condition 28) averaged over the duration of filling has fallen below 85% or has exceeded 115% for ten consecutive filling operations. This only applies to filling operations of at least 20 seconds duration and where the rate of petrol dispensed reaches at least 25 litres per minute.
- Automatically cut off the flow of fuel on the faulty delivery system if the fault is not rectified within 1 week.
- Be approved for use under the regulatory regime of at least one European Union or European Free Trade Association country.

3.0 General Conditions

- 3.1 The operator shall maintain a log book at the permitted premises incorporating details of all maintenance, examination and testing, inventory checking, installation and repair work carried out, along with details of training given to operating staff at the service station.

The log book shall also detail any suspected vapour leak together with action taken to deal with any leak, in accordance with Clauses 1.3, 1.4 and 1.5.

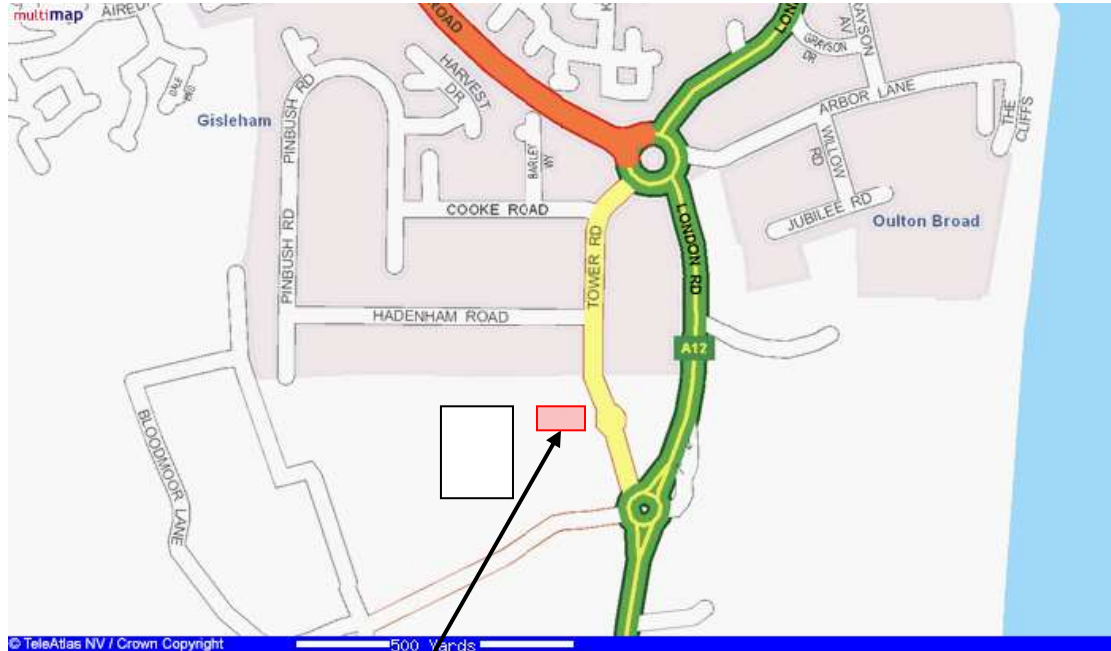
- 3.2 In the event of any malfunction, accident or adverse test results on any part of the vapour recovery system which does or may lead to the escape of volatile organic compounds, the process operator shall immediately notify the Principal Environmental Health Officer (pollution control) at Waveney District Council by telephone or facsimile message within one hour, with details of the nature of the problem, the action taken so far, and the proposed action to deal with the situation.
- 3.3 A responsible person shall be nominated to act of behalf of the company, who will be responsible for ensuring that tests, emission monitoring and maintenance measures that are required under this Permit are carried out. The responsible person shall be named in the log book.
- 3.4 Staff at all levels shall receive the necessary formal training and instruction in their duties relating to control of the process and emissions to air. A record of each person's training and instruction shall be kept for the duration of their employment connected with the equipment described within this Permit

- 3.5 Complete and immediate access to the premises shall be granted to a duly authorised officer of the Local Authority upon request.
- 3.6 If there is any intention to change any aspect of the prescribed installation or there is a change of ownership details from those stated in this Permit the operator shall notify the regulator of the proposed changes at least 4 weeks in advance before the changes take place.
- 3.7 A copy of this Permit shall be kept on the premises at all time

Section Three

Location of Permitted Installation

Location of Permitted Installation



Wm Morrissons Filling Station
Tower Road
Lowestoft
Suffolk
NR33 7NG

Section Four

Explanatory Notes And Appeals Procedure

Waveney District Council
The Pollution Prevention Control Act 1999
The Pollution Prevention & Control (England & Wales) Regulations 2000 SI 1973
(As Amended)

EXPLANATORY NOTE

These notes are provided for the operator of an installation or mobile plant to assist in the interpretation of their duties under the provisions of the above-mentioned legislation, with particular reference to the permit issued by Waveney District Council. These notes do not form part of the Permit or conditions attached to it.

1. RESIDUAL BAT CONDITION

You should note that regulation 11(2) of the Pollution Prevention & Control (England & Wales) Regs 2000 (the PPC Regs) require that installation and mobile plant should be operated in accordance with the general principles such that -

- (a) all the appropriate preventative measures are taken against pollution, in particular through application of the best available techniques; and
- (b) no significant pollution is caused.

Schedule 2 of the PPC Regs describes the concept BAT and the special requirements.

In relation to the Permit you should be aware that, amongst other aspects of the installation operation and management, this residual duty will apply to:-

- the control of emissions to ensure that offensive odours are not caused beyond the installation boundary,
- maintenance, service and repair of equipment,
- keeping of spares and consumables,
- the training of installation operators, and supervision of workers
- management of the installation in relation to maintenance of a high standard of housekeeping.

2. STATUTORY REQUIREMENTS

This Permit is issued under regulation 10 of the PPC Regs and does not detract from any of the following statutory requirements where applicable:-

- (a) The requirement to obtain Planning Permission for the installation and any new construction.
- (b) The requirement to obtain discharge consent from the Environment agency.
- (c) The requirement to obtain Building Regulation approval for any construction work.
- (d) The requirement of a Waste Disposal Licence.
- (e) The requirement to comply with the Health and Safety at Work etc Act 1974.

3. PUBLIC REGISTER

The Council is required by regulation 29 to maintain a Public Register containing information on all LAPPC installations and mobile plant. The register is available for inspection by the public free of charge during office hours (Monday to Friday 9.00am to 5.00pm) at

**Waveney District Council,
Environmental Health
Town Hall
High Street
Lowestoft
Suffolk
NR32 1HS**

Subject to exclusions of commercially confidential information and information affecting national security, registers will contain the following:

- a. Applications for a permit;
- b. Notices asking for information and responses to such;
- c. Advertisements and representations in response to such (unless requested not to by the person responding)
- d. In the case of c) above, a statement to the effect that representations were made but have been omitted – must not identify the person making the representation;
- e. Statutory consultee responses to applications or applications for variations;
- f. Permits;
- g. Notifications of changes in the operation of installations;
- h. Applications for variations, transfers or surrenders of permits;
- i. Variations, transfers and surrenders granted;
- j. Revocations;
- k. Enforcement or suspension notices;
- l. Notices withdrawing enforcement and suspension notices;
- m. notice of an appeal including the grounds of the appeal, relevant correspondence between the appellant and the regulator, and the decision/notice which is the subject of the appeal;
- n. Representations in response to appeal (unless requested not to by the person responding);
- o. In the case of n) above, a statement to the effect that representation were made but have been omitted – must not identify the person making the representations;
- p. The appeal decision and any accompanying report;
- q. Convictions, formal cautions; to include the name of the person, date of conviction/caution, and (where appropriate) penalty and name of court. This requirement does not override the Rehabilitation of Offenders Act 1974 regarding spent conditions, and authorities must take care to remove relevant entries at the appropriate time;

- r. Monitoring data obtained by the authority from its own monitoring, or sent to the authority on accordance with a permit condition or regulation 28(2) notice;
- s. If any monitoring information is omitted because it is commercially confidential, the authority must put a statement on the register indicating whether relevant permit conditions are being complied with, based on the withheld information;

Commercial Confidentiality

An operator may request certain information to remain confidential i.e. not be placed on the public register. The operator must request the exclusion from the public register of commercially confidential information at the time of supply of the information requested by this notice or any other notice. The operator should provide clear justification for each item wishing to be kept from the register. The amount of information excluded from the register should be kept to the minimum necessary to safeguard the operator's commercial advantage

The general principle is that information should be freely available to the public. Information that maybe considered commercially confidential is that which if it "were being contained within the register would prejudice to an unreasonable degree the commercial interests of an individual or any other person" (regulation 31(12) of the 2000 Regulations).

Local authorities will also take into account whether the information at issue could be obtained or inferred from other publicly accessible sources.

The local authority will determine this request within 28 days of the date of such an application and will issue a Determination Notice detailing their decision. The notice may specify a time period over which the information is to remain commercially confidential (if not specified, it will be four years beginning with the date of the determination). The operator may appeal to the Secretary of State within 21 days of the notification of the decision.

If the application is granted the local authority will place a statement on the public register stating that certain information has been withheld and stating the reasons why, plus whether this information is relevant to a permit condition, and whether the permit condition has been complied with.

Further guidance on commercial confidentiality can be found in Chapter 8 of the LA-IPPC and LAPPC manual.

National Security

Information may be excluded from the public register on the grounds of National Security. If it is considered that the inclusion of information on a public register is contrary to the interests of national security, the operator may apply to the Secretary of State, specifying the information and indicating the apparent nature of risk to national security. The operator must inform the local authority of such an application, who will not include the information on the public register until the Secretary of State has decided the matter.

4. UPGRADING PROGRAMMES

The following information does not comprise part of the Permit, but contains guidance, which should be noted when considering the upgrading programme.

Aim of Upgrading Programme

To identify the areas where the existing installation does not meet the required standards ("new process" standards), as detailed in the relevant Secretary of State's Process Guidance Note, the steps to be taken to meet these standards, and the time-table of dates by which these steps are to be implemented. (You are advised to refer to the Department of Environment, General Guidance Note 4 - Interpretation of terms used in Process Guidance Notes (available from H.M. Stationery Office)).

Content of Upgrading Programme

There is not a specified format for an upgrading programme but, wherever possible, it should identify reasonably precise actions to be taken and the dates on which these actions will be instigated. If abatement plant is to be installed technical specifications and schematic drawings along with operational procedures should be detailing in the upgrading plan.

Council Action upon receipt of Upgrading Programmes

It is an offence not to submit the upgrading programme by the date specified in the Permit.

The Council will assess the adequacy of the submission and if satisfied with the content, will place it on the Public Register (operators may apply for matters which are considered to be commercially confidential to be excluded from the Register).

The Council will bring the upgrading programme within the terms of the Permit by issuing a Variation Notice to add the programme as a condition to the initial Permit. This will ensure that commitments given are made into enforceable conditions (this may not preclude changes to the programme where there are sound reasons for such a change).

5. FEES

In accordance with regulation 22(2)c of the PPC Regs, the holder of a permit is required to pay a fee for the subsistence of the Permit. This fee is payable annually on 1st April. You are advised that under the provisions of regulation 21 of the PPC Regs, if you fail to pay the fee due promptly, the Council may revoke the Permit.

6. TRANSFER OF PERMITS

Under the provisions of regulation 18 of the PPC Regs, where you wish to transfer the Permit to another person (the proposed transferee) then the operator and the proposed transferee shall jointly make an application to the Council. The council will determine the transfer application within 2 months. A fee is also available. For further details on this please contact the Council.

7. PROCESS CHANGES

Under the provisions of regulation 16 of the PPC Regs, you are required to notify the Council of any proposed change in operation at least 14 days before making the change. This must be in writing and must contain a full description of the proposed change in operation and the likely consequences.

If the change could result in the breach of the existing permit conditions or is likely to require the variation of permit conditions then you must apply in writing under regulation 17(2), or involves a SUBSTANTIAL CHANGE to the installation you will be required to submit an application, pay the relevant fee and advertise the application accordingly. You should notify the Council 28 days before undertaking such changes in the installation operation. You may serve a Notice on the Council requesting that they determine whether any change, which is proposed, would constitute a substantial change before you proceed with application.

8. APPEALS

Under regulation 27(1)c of the 2000 Regulations operators have the right of appeal against the conditions attached to their permit. The right to appeal does not apply in circumstances where the notice implements a direction of the Secretary of State given under regulations 12(15) (directions to regulators), 36 (general directions to regulators), paragraph (4) of regulation 27 (Appeals), paragraph 14(6) of Schedule 4 (directions determining applications for permits) or 6(6) of Schedule 7 (directions determining variation of permits).

Appeals against a variation notice do not have the effect of suspending the operation of the notice. Appeals do not have the effect of suspending permit conditions, or any of the mentioned notices.

Notice of appeal against the conditions attached to the permit must be given within six months of the date of the notice, which is the subject matter of the appeal. The Secretary of State may in a particular case allow notice of appeal to be given after the expiry of this period, but would only do so in the most compelling circumstances.

How to appeal

There are no forms or charges for appealing. However, for an appeal to be valid, appellants (the person/operator making the appeal) are legally required to provide (see Schedule 8 of the 2000 Regulations, paragraph 1):

- written notice of the appeal;
- a statement of the grounds of appeal;
- a statement indicating whether the appellant wishes the appeal to be dealt with by written representations procedure or a hearing - a hearing must be held if either the appellant or enforcing authority requests this, or if the Planning Inspector or the Secretary of State decides to hold one.
- (appellants must copy the above three items to the local authority when the appeal is made)
- a copy of any relevant application;
- a copy of any relevant permit;
- a copy of any relevant correspondence between the appellant and the regulator; and

- a copy of any decision or notice, which is the subject matter of the appeal.

Appellants should state whether any of the information enclosed with the appeal has been the subject of a successful application for commercial confidentiality under regulation 31 of the 2000 Regulations, and provide relevant details. Unless such information is provided all documents submitted will be open to inspection. Further guidance on commercial confidentiality can be found in chapter 8 of the LA-IPPC and LAPPC manual.

Where to send your appeal documents:

Appeals should be despatched on the day they are dated, and addressed to:

**The Planning Inspectorate
Environmental Appeals Administration
Room 4/19 - Eagle Wing
Temple Quay House
2 The Square
Temple Quay
Bristol BS1 6PN**

On receipt of an appeal and during the appeal process the main parties will be informed about the next steps, and will also normally be provided with additional copies of each other's representations.

To withdraw an appeal – which may be done at any time - the appellant must notify the Planning Inspectorate in writing and copy the notification to the local authority who must in turn notify anyone with an interest in the appeal.

Costs

Guidance from the Planning Inspectorate states that operator and regulator would be normally expected to pay their own expenses during an appeal. Where a hearing or enquiry is held as part of the appeal process, by virtue of Schedule 8, paragraph 4(10) of the 2000 Regulations, either the appellant or the local authority can apply for costs. Applications for costs are normally heard towards the end of the proceedings and will only be allowed if the party claiming them can show that the other side behaved unreasonably and put them to unnecessary expense. There is no provision for costs to be awarded where appeals are dealt with by written representatives.

9. Secretary of State's Guidance

This permit is covered by the relevant Secretary of State's Guidance and :

PG 6141 (04), Secretary of State's Guidance "Unloading of Petrol into Storage at Service Stations"	www.defra.gov.uk/environment/index.htm
Pollution Prevention and Control Act 1999	
Pollution Prevention and Control (England & Wales) Regs 2000	ISBN – 0- 099621 -6
General Guidance Manual on Policy and Procedures for A2 and B Installations	ISBN – 0-85521-028-1

10. Reporting Requirements and Contact Details

Where a Permit condition imposes a requirement to forward documents to the Local Authority or to report a specified occurrence the following address and telephone number shall be used:

By Post

**Waveney District Council,
Environmental Health
Town Hall
High Street
Lowestoft
Suffolk
NR32 1HS**

By Telephone

During office hours: 01502 523620

Facsimile No.: 01502 589327

Email :- environment@waveney.gov.uk