

[Detailed guide: Apply for a new abstraction licence for a previously exempt abstraction](#)

Updated: The exemptions for abstraction licence control were removed on 1 January 2018.

Types of water resources licence you can apply for

You need to apply for one of the following:

- a transfer abstraction licence – to abstract more than 20 cubic metres of water a day to transfer it from one source of supply to another without intervening use
- a full abstraction licence – to abstract more than 20 cubic metres of water a day for more than 28 days

Apply for a new abstraction licence for a previously exempt abstraction

For a new abstraction licence for a previously exempt abstraction (also known as a new authorisation), you have 2 years from 1 January 2018 to send in your valid application.

Complete the application form for a water resources licence part A to tell us about you and the type of licence you are applying for.

Complete the application form for a water resources licence part B to tell us what you want the water for.

[Application forms: new abstraction licence for a previously exempt abstraction.](#)

You can continue to abstract water at your current rate until the Environment Agency has reached a decision on your application. If you need to abstract more water than you've applied for while your new authorisation licence application is being determined, you'll need to [apply for an abstraction licence](#).

Cost of a licence application

When you apply for a licence, or want to vary an existing licence, you must pay an application fee. Fees and charges are set out in our [abstraction charges scheme](#).

Some applications have to be advertised. If this applies to your application,

you will need to pay a £100 administration fee to the Environment Agency to advertise your application in the local newspaper. You'll also have to pay the cost of the advert.

See our [notices of water resources licence applications](#).

Annual fees may also be payable – see [managing your licence](#).

Fees and charges may change every April.

After the Environment Agency has received your application

When the 2 year application period has closed the Environment Agency can take up to a further 3 years to determine your application. We'll let you know whether we'll grant you a licence and explain our decision.

The licence will contain the conditions you must follow to legally abstract water.

If you do not apply for a licence

It's your responsibility to apply for a licence if and when you need one before the application period closes. The Environment Agency may take [enforcement action](#) if you do not apply and continue to abstract.

Contact the Environment Agency

General enquiries

National Customer Contact Centre
PO Box 544
Rotherham
S60 1BY

Email
enquiries@environment-agency.gov.uk

Telephone
03708 506 506

Telephone from outside the UK (Monday to Friday, 8am to 6pm GMT)
+44 (0) 114 282 5312

Minicom (for the hard of hearing)
03702 422 549

Monday to Friday, 8am to 6pm

[Press release: Environment Agency discovers 6 illegal waste sites in one day in Bristol, Somerset and Wiltshire](#)

Over the last 12 months the Environment Agency has seen an increase in illegal waste activity across Bristol, Dorset, Somerset and Wiltshire.

The first of these events took place on Tuesday 21 November 2017. Environment Officers visited 15 locations in the Bristol, Dorset, Somerset and Wiltshire area. They confirmed 6 illegal waste sites and found a number of unauthorised waste disposal activities, including waste being burnt.

Tackling waste crime is a top priority for the Environment Agency. Waste stored or disposed of without the proper environmental controls can have a huge impact on the environment, polluting watercourses, land and underground aquifers, and in some cases contributing to flooding. It is often an eyesore that attracts further dumping, while creating issues for neighbours such as smells and pests. The Environment Agency is determined to make life hard for criminals and to support legitimate businesses by disrupting the criminal element and taking tough enforcement action.

Andy Hicklin, Environment Agency Area Environment Manager for Wessex area, said:

Waste crime is a blight on communities and the environment and undermines legitimate business. Acting on reports from members of the public, days of action are just the first step in tackling waste crime. We will work with our partners in local authorities and use all of the tools at our disposal to disrupt, prevent and stop illegal waste activity.

The Environment Agency is asking members of the public to be vigilant; to contact them with information on anything suspicious. Illegal treatment and disposal of waste is a crime that blights lives and communities and damages the environment. Individuals involved in this type of illegal activity can be hostile and we would urge members of the public to avoid any direct contact with the culprits.

If you see or suspect illegal waste activities, report it anonymously to [Crimestoppers](#) or call 0800 555 111 or via the Environment Agency incident hotline on 0800 80 70 60.

[Press release: Preparing sirens for winter](#)

Four sirens, located approximately 250 metres apart in Chiswell, will be activated on Thursday (30 November 2017) at 11am, 2pm and 5pm, weather permitting. Local residents are being informed in advance via a leaflet drop and door-knocking exercise.

Rachel Burden, Wessex Flood and Coast Risk Manager at the Environment Agency, said:

Regular siren testing is an essential part of our forward planning, not only to ensure we are incident ready, but also to make sure our community flood warning and informing measures are effective.

If severe storms hit Portland, the sirens will play a crucial part in alerting local residents to imminent danger and potential evacuation. Ultimately, these sirens could help save lives.

The Chiswell area of Portland is classed as a high risk flood area because of the potential for strong south westerly winds, high tides in Lyme Bay and the close proximity of properties to the sea.

Rachel added:

Chiswell was badly affected by the floods in 2013/2014. It is a vulnerable area and can take a heavy pounding from the tides when the south westerly wind picks up. Although good flood protection measures are in place, we can never fully defend against the worst that Mother Nature can throw at us.

The sirens, which are tested twice a year, are extremely loud so that they can be heard above the noise of crashing waves during a storm. These modern sirens were installed in 2010 and replaced older Second World War equipment. An additional siren was put in during 2015 in order to fill a 'quiet spot' which was identified during the storms of the previous winter.

The testing will involve remote activation from our Blandford incident room, from the coastguard's hut and from the individual sirens. Representatives from the Environment Agency will be on hand to assist.

The day supports the annual Environment Agency [Flood Action Campaign](#).

[Detailed guide: Publication scheme](#)

Who we are and what we do

You can find our contact information on our [home page](#)

Roles and responsibilities

- You can find out about our roles and responsibilities [here](#)
- Our [Board and Executive Team](#)
- Our [organisation chart](#)

What we spend and how we spend it

Costs

- Information on our expenditure is held within our Report and Financial Statements
[RWM Report and Financial Statements Year Ended 31 March 2017](#)
(PDF, 9.06MB, 26 pages)
- Spend data – invoices paid to contractors and expenses paid to staff are below
[RWM Transactions April to Sept 2017](#)
(MS Excel Spreadsheet, 37.6KB)
- Our pay scales and grading structure are here
[RWM Roles and Salary Ranges Apr17](#)
(PDF, 298KB, 3 pages)

Procurement and tendering procedures

RWM follows the procedures that have been developed by NDA. All suppliers of goods and services to the RWM should familiarise themselves with our Terms and Conditions.

- [General Terms and Condition of Contract for Suppliers or Contractors](#)
- [General Terms and Conditions of Contract – Purchase of Goods and Services](#)
- [Information security responsibilities for contractors handling official documents outside NDA premises](#)

- [Contractors working in non-NDA locations](#)
- [Cyber Essentials in the NDA](#)
- Details of our approach to procurement can be found [here](#)
- Lists of contract opportunities and awards with details of value are available via [Contracts Finder](#)

What our priorities are and how we are doing

RWM's priorities

- [Corporate Strategy 2015 -2018](#)
- [Health, Safety, Security, Safeguards, Environment and Quality Strategy](#)
- [Science and Technology Programme](#)
- [Science and Technology Plan](#)
- [Geological Disposal Facility Issues Register](#)

How RWM is doing

- Our Report and Financial Statements (Year Ended 31 March 2017)
[RWM Report and Financial Statements Year Ended 31 March 2017](#)
(PDF, 9.06MB, 26 pages)
- Our Disposability assessment customer feedback is [here](#)

How we make decisions

The minutes of the RWM Board can be found [here](#)

Our policies and procedures

Policies and procedures for the provision of services and conduct of business:

You can find the following below.

- Information Governance Policy
[RWM Information Governance Policy](#)
(PDF, 159KB, 3 pages)
- Health, Safety, Security, Environmental and Quality Policy
[RWM Health, Safety, Security, Environmental and Quality \(HSSEQ\) Policy](#)
(PDF, 738KB, 4 pages)

RWM has adopted NDA's

- [Intellectual Property Policy](#)

Policies and procedures for the recruitment and employment of staff:

RWM has adopted NDA's

- [Equal Opportunities, Harassment, Discrimination and Diversity Policy](#)
- [Anti-Fraud, Bribery and Corruption Policy](#)

You can find the following policies below:

- Health, Safety, Security and Environmental Policy and Quality Policy
[RWM Health, Safety, Security, Environmental and Quality \(HSSEQ\) Policy](#)
(PDF, 738KB, 4 pages)
- Travel and Expenses Policy
[RWM Travel and Expenses Policy](#)
(PDF, 137KB, 11 pages)
- Whistleblowing Policy
[RWM Whistleblowing Policy](#)
(PDF, 70.6KB, 3 pages)

Policies and procedures for customer service

You can find the following policies below:

- Complaints Handling Procedure
[RWM Customer Complaints Policy](#)
(PDF, 286KB, 5 pages)
- Processing Requests for Information Procedure
[RWM Processing requests for information](#)
(PDF, 901KB, 14 pages)
- Internal Review of Information Request Complaints Procedure
[RWM Internal Review of Information Request Complaints](#)
(PDF, 492KB, 10 pages)
- Whistleblowing Policy
[RWM Whistleblowing Policy](#)
(PDF, 70.6KB, 3 pages)

Policies and procedures for records management and personal data:

You can find the following policies below:

- Information Governance Policy
[RWM Information Governance Policy](#)
(PDF, 159KB, 3 pages)
- RWM Information Asset Register
[RWM Information Asset Register November 2017](#)
(PDF, 320KB, 6 pages)

Lists and registers

- [Register of gifts and hospitality](#)

The following can be found below:

- Register of Directors' interests
[Register of RWM Directors' Interests July 2017](#)
(PDF, 74.3KB, 2 pages)
- RWM Information Asset Register
[RWM Information Asset Register November 2017](#)
(PDF, 320KB, 6 pages)

Our Freedom Of Information request releases are below:

[20140009 EIR Response to Inventory Request](#)
(PDF, 462KB, 2 pages)

[20150017 FOI Email Response to Nirex and RWM Staff Query](#)
(PDF, 229KB, 1 page)

[20160022 FOIA Response on RWM Staff Salaries](#)
(PDF, 282KB, 1 page)

The services we offer

- You can find out about our work with radioactive waste producers [here](#)
- Our recent announcements can be found [here](#)

Notice: BB5 5TX, Silverwoods Waste Management Ltd: environmental permit application advertisement

The Environment Agency consults the public on certain applications for waste operations, mining waste operations, installations, water discharge and groundwater activities. The arrangements are explained in its [Public Participation Statement](#)

These notices explain:

- what the application is about
- how you can view the application documents
- when you need to comment by

The Environment Agency will decide:

- whether to grant or refuse the application
- what conditions to include in the permit (if granted)