

DWMP 28



Our Drainage and Wastewater Management Plan 2030-2055

Delivering for customers, communities and the environment

Performance Indicator Methodology – Treatment Works Compliance (Descriptive at Numeric Sites)

March 2026





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This methodology document is a working draft based on the requirements of the published DWMP guidance and informed by agreements made through the Water Industry Task and Finish Groups for each Performance Indicator (PI). As the DWMP stages for each PI progress, this methodology will be refined to reflect the practicalities of deployment and feedback from stakeholders. A final published methodology document will describe the detailed approach followed.



1. Introduction

- 1.1. This document provides a detailed description of the **Treatment works compliance (Descriptive at Numeric Sites) Performance Indicator** and its purpose and contribution to forming our Drainage and Wastewater Management Plan (DWMP).

Purpose of this document

- 1.2. The purpose of this document is to outline the methodology that will be used to establish the base year and future baseline forecasts for the **Treatment works compliance (Descriptive) Performance Indicator**, as part of our DWMP for the 2030-2055 planning period. The base year is 2030 and it is our best estimate of expected performance for this indicator at the end of the current investment period (2025-2030) and reflects the outcome of schemes and maintenance activities planned for this period. We then forecast what is expected to happen to the indicator at baseline points in the future if no change in investment is made. These future points are set in the short term (2035), the medium term (2045) and the long term (2055).
- 1.3. In addition, it sets out threshold values that will be used to summarise the level of risk and guide the development of options for the 2030-2055 planning period.
- 1.4. The requirements for Performance Indicators are set out in Government guidance for DWMPs¹ and subsequent clarifications by the Environment Agency (EA)². To understand the general approach to our DWMP please also refer to our Strategic Context document on our website³.
- 1.5. Assessment of the base year and future risks for each of our Performance Indicators is an important step in the development of our DWMP. It informs our understanding of how the drainage and wastewater system is able to meet legal obligations and meet the needs of customers and the environment. The DWMP approach requires completion of a risk assessment for the following Performance Indicators for each future planning horizon at the wastewater catchment scale:
- Internal flooding
 - External (curtilage) flooding
 - Storm overflow performance (England)[§]
 - Treatment works compliance (numeric)[§]
 - **Treatment works compliance (descriptive at numeric sites)[§]**

¹ [Guidelines for Statutory Drainage and Wastewater Management Plans \(DWMPs\) - GOV.UK](#)

² EA letters to water companies with feedback on performance indicators (02/10/2025), (23/03/2026) and reporting thresholds (17/10/2025).

³ [DWMP28 | Drainage and wastewater | Thames Water](#)



Treatment Works Compliance (Descriptive at Numeric Sites) Methodology

- Treatment works compliance (Dry Weather Flow (DWF))
- Treatment works compliance (Flow to Full Treatment (FFT))
- Good Ecological and/or Chemical Status: Public sewerage
- Pollution incidents: serious^{\$}
- Pollution incidents: total
- Bathing water quality
- Shellfish water quality
- Surface water flooding (Shared responsibility)^β
- Good Ecological and/or Chemical Status: Urban and transport (Shared responsibility)^β
- Emergency overflow performance^{\$β}
- Treatment Works Compliance (descriptive)^β
- Groundwater pollution^β
- Groundwater infiltration^β

1.6. Performance Indicators marked \$ will use a nationally consistent suite of thresholds to describe the general level of risk^{1,2}. Performance Indicators marked β are considered more experimental in nature and are recognised as inherently difficult to forecast and will hence be trialled in DWMP28 as emerging Performance Indicators and then possibly refined for subsequent DWMPs¹.

Key definitions

1.7. Treatment works compliance (descriptive at numeric sites). The Government DWMP guidelines¹ provide the following definition:

Table 1. Extract from Table 2 of Defra guidance

Category	Metric	Details
Water environment	Treatment works compliance (descriptive at numeric sites)	Annual number of wastewater treatment works predicted to fail to meet descriptive conditions at numeric permit sites.

1.8. The descriptive permit conditions refer to the specific requirements set out in an environmental permit that dictate how the site must operate to ensure compliance with environmental regulations. There are 149 Environmental Permitting Regulations (EPR) descriptive conditions, typically outlining the treatment processes, monitoring obligations, and operational standards that must be met to protect water quality and public health. These are applied to all sites alongside a numeric discharge permit. However, small sites can have only descriptive permits.

1.9. A Common Classification Scheme (CCS)⁴ category 1 or 2 breach, of a descriptive condition at a site with numeric discharge limits, has the potential to cause significant pollution or any other significant impact.

1.10. Descriptive conditions fall into the following main categories:

- **Management:** e.g. Operating to a written Environmental Management System (EMS).
- **Operations:** e.g. Storm sewage should not be macerated.
- **Emissions and Monitoring:** e.g. Permit limits are not to be exceeded.
- **Information:** e.g. Keep legible records.

⁴ [Appendix 4.18 LIT 11227 - Incidents and their classification common incident classification scheme CICS .pdf](#)



2. Data sources, normalisation and assurance

Descriptive permits at numeric sites

- 2.1. All 342 STWs with numeric discharge permits will be included in this assessment. It is important to note that we will address each STW assessed, not each permitted discharge from each individual STW. Therefore, a CCS category 1 or 2 breach in any of the descriptive conditions in a STW will result in a failing STW under this Performance Indicator.
- 2.2. The categorisation of descriptive condition breaches into CCS categories is inherently subjective by the Environment Agency officer and we have therefore, for the avoidance of risk, included all descriptive conditions in our assessment.
- 2.3. Performance, with respect to descriptive permit compliance, is difficult to forecast. Our forecast will be based on known breaches and the impact of asset deterioration (base capital maintenance spend).
- 2.4. Our DWMP will also include performance and expenditure associated with Urban Wastewater Treatment Regulations (UWWTR) compliance. Under this Performance Indicator the following condition will be assessed for future enhancement spend. Figure 1 shows the interaction between EPR and UWWTR for storm tank volume.

Table 2. Storm Tank Volume conditions

	EPR (Environmental Permitting Regulations)	UWWTR (Urban Wastewater Treatment Regulation)
Condition	The capacity of the storm tank(s) shall be at least that of the specified volume (storm tank m3)	The storm tanks should have a minimum capacity of 68 litres per head served or a storage equivalent of two hours at the maximum flow rate to the storm tanks
Expenditure category	Base	Enhancement

- 2.5. All 'day to day' investment related to this Performance Indicator e.g. Opex, maintenance and reactive spend on existing assets will be defined separately and included in the DWMP data tables under the following: Base (Asset Health / Capital Maintenance) and Base (Reactive / Opex).
- 2.6. The detailed assessment against each descriptive condition can be found in Appendix 1.
- 2.7. Where an STW has no numeric permit conditions, it shall be classified as "not applicable" and will not be considered under this Performance Indicator.



Baseline & Projected Performance of Descriptive Conditions

2.8. Descriptive condition compliance at numeric sites will be assessed for the following scenarios:

- Base year (2030)
- 5 years (2035) planning horizon
- 15 years (2045) planning horizon
- 25+ years (2055) planning horizon

Reporting thresholds and outputs

2.9. The calculation for percentage compliance is based on the latest EA Environmental Performance Assessment (EPA)⁵.

$$\% \text{ compliance} = (B-A) / B \times 100$$

Where, A is the number of permits that have CCS category 1 or 2 descriptive condition breaches, B is the number of permits on the Environment Agency register during the calendar year

2.10. Reporting thresholds for this Performance Indicator are consistent with the latest EA EPA methodology. The thresholds are used to summarise the forecast compliance with descriptive permits across the whole of Thames Water:

- Where less than 98% of STWs meet this permit condition the overall situation is described as high risk.
- Where between 98 and 99% of STWs meet this permit condition the overall situation is described as medium risk.
- Where greater than 99% of STWs meet this permit condition the overall situation is described as low risk.

⁵ [Definitions of the live EPA metrics - GOV.UK](#)

Methods of assessment

- 2.11. In order to follow the Environmental Performance Assessment (EPA) methodology to assess the compliance risks of the descriptive conditions at numeric permit limit sites, we must first classify each STW independently as 'compliant' or 'non-compliant'.
- 2.12. If a site records a CCS category 1 or 2 descriptive condition breach, from any of these conditions, we classify the site as 'non-compliant'.
- 2.13. Having classified each site, we aggregate the individual results to carry out this assessment at a whole company level (L1) and define the required reporting thresholds, following the EPA methodology.

Key assumptions and Exclusions

- Projected performance against 'Storm Tank Capacity' will be based on the Urban Wastewater Treatment Regulation (UWWTR) requirement that "Your storm tank must settle out solids and have a minimum capacity of 68l/head served or a storage equivalent of 2 hours at the maximum flow rate to the storm tank/s."
- For forecasting descriptive compliance at numeric sites, we assume that schemes and improvements planned in our current planning period (2025 to 2030) are delivered.
- We will only test against the 68 l/head storm tank storage provision and compare the anticipated 2030 provision with the regulatory requirement (68 l/head) taking account of forecast population levels.
- Descriptive conditions at numeric permit sites apply to STWs with numeric permits and is aligned to the latest EPA methodology.

Reporting outputs

- 2.14. The main reporting outputs for this Performance Indicator will be Geographic Information System (GIS) layers for the Thames Water DWMP portal, showing the forecast treatment works compliance (descriptive) risk level (high, medium, low) for the base year and the assessed future periods.
- 2.15. In addition, data tables will be produced that summarise performance for each STW in 2030, 2035, 2045 and 2055.

Assessing the value of performance

- 2.16. Alongside publication of this Performance Indicator methodology, there is a requirement to value performance outcomes using our Value Framework. This step will be completed



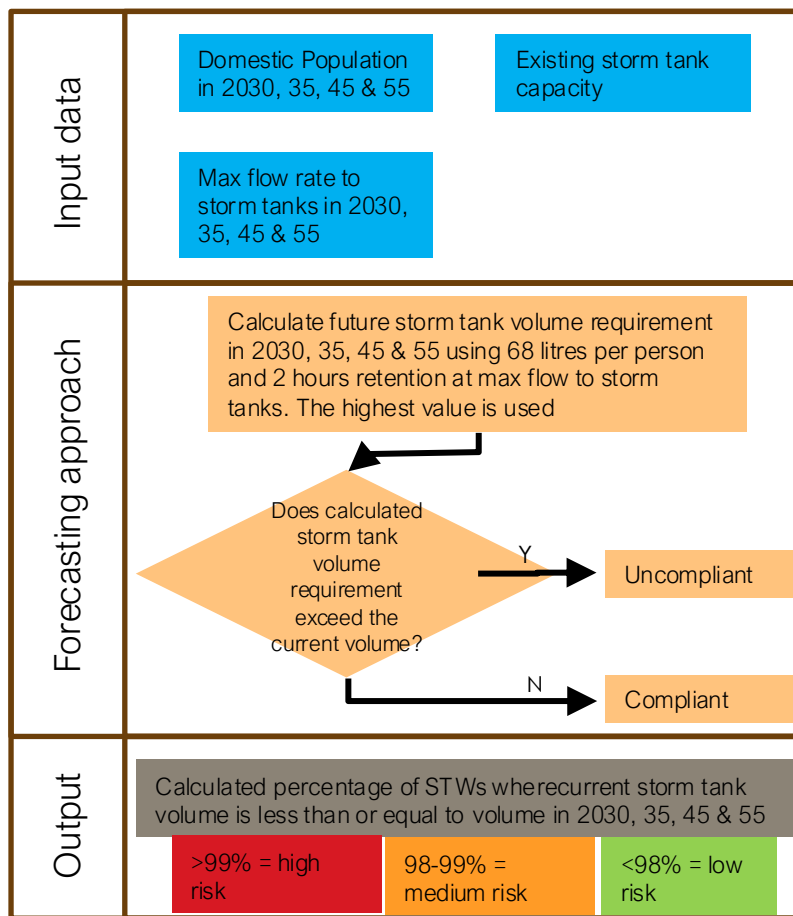
during the Options Development and Appraisal (ODA) stage, once the framework has been fully defined and agreed following consultation with stakeholders.



3. Performance Indicator methodology

3.1. The following methodology will be applied to forecast base year and future baseline UWWTR Storm Tank Capacity risk. All current descriptive permit compliance will be defined by our base / capital maintenance workstream. The approach is illustrated in Figure 1.

Figure 1. Performance Indicator Methodology



3.2. The required storm tank volume for 2030 and each future planning horizon is calculated using the predicted domestic population⁶. The storm tank volume requirement is calculated using the following formula:

$$\text{Storm Tank Volume (m3)} = \text{Domestic Population} \times 0.068^7$$

3.3. Where there is a range due to uncertainty in the forecastable future input data for the Performance Indicator, then a scenario planning approach will be adopted here and

⁶ Taken from the 2025 plan-based forecast produced by Edge Analytics

⁷ Conversion factor for 68 litres per person served



throughout the DWMP. This is to inform our understanding of the sensitivity of our forecasts to uncertainty in input parameters and ultimately support the development of an adaptive pathway to dealing with the risk.

- 3.4. For 2030, 2035 and 2045 a central estimate for our input parameters is adopted as being the most likely future condition (scenarios A and B in Table 3. Scenario planning approach). For 2055 a more conservative estimate is made (scenario C) so that the ‘worse case’ outcome can be forecast.

Table 3. Scenario planning approach

Scenario	Description	Likely occurrence within	Low estimate	Central estimate (most plausible)	High estimate (conservative)
A	5-year medium – most plausible for short-term planning	Approximately 5 years (2030 Planning Year)	Not Applicable	✓	Not Applicable
B	Core scenario – high likelihood for long-term planning.	10 to 20 years (2035, 2045 Planning Year)	Not Applicable	✓	Not Applicable
C	25-year high – conservative for long-term planning	Greater than 25 years (2055 Planning Year)	Not Applicable	Not Applicable	✓

Base and Asset Health

- 3.5. We will also consider the risk of poor and deteriorating asset health affecting descriptive permit compliance. Thames Water is evaluating the asset health of all STW by calculating the annual likelihood of failure of key equipment types at STWs and using the change in this and the equipment / site criticality, to elicit a risk of non-compliance with permits at individual STWs. This will be reported at all three DWMP spatial scales (L3, L2 and L1)¹.

4. Next steps

- 4.1. We will develop and refine our asset health index and forecasting assessment for STWs.



Appendix 1 - Descriptive permit condition assessment

	Category	Descriptive permit condition summary	Descriptive permit condition	Number of STWs with this condition	Base capital maintenance / OpenX	UWWTR enhancement	Covered by another Performance Indicator
1	Management / Emissions Management	Competency and resources	The operator shall manage and operate the activities using sufficient competent persons and resources	295	✓	✗	✗
2	Management / Emissions Management	Operating to a written management system	The operator shall manage and operate the activities in accordance with a written management system	311	✓	✗	✗
3	Management / Emissions Management	Permits accessible	Any person having duties that are or may be affected by the matters set out in this permit shall have convenient access to a copy of the permit	295	✓	✗	✗
4	Management / Emissions Management	Records of management system compliance	Records demonstrating compliance with condition 1.1.1 shall be maintained	295	✓	✗	✗
5	Management / Emissions Non EPR	Good operational practice	The works shall be operated, and effluent shall be treated in such a manner which, so far as reasonably practicable, minimises the polluting effects of the discharge made from the works on controlled waters	14	✓	✗	✗



6	Management / Emissions Non EPR	Maintenance programme, records and reports	On request the Operator shall supply the Environment Agency with a written report on the maintenance and all non-routine actions that may have adversely affected effluent quality / operation of the storm tank(s). Copies of the programme shall be made available for inspection by the Environment Agency's officers at all reasonable times.	3	✓	✗	✗
7	Management / Emissions Non EPR	Storm Tank DWP	The Consent Holder shall establish and operate a documented maintenance programme and record all non-routine actions undertaken that may have adversely affected the operation of the storm tank(s). Copies of the programme shall be made available for inspection by the Environment Agency's officers at all reasonable times.	1	✓	✗	✗
8	Operations / Emissions Improvements	Improvement Conditions	The operator shall complete the improvements specified in schedule 1 table S1.x by the date specified in that table unless otherwise agreed in writing by the Environment Agency.	86	✓	✗	✗
9	Operations / Emissions Improvements	Increase in storm storage if PE exceeded	If the residential population equivalent estimated for (a) above exceeds [Z] then the operator shall	22	✓	✗	✗



			increase the storm storage capacity to at least [X] m3 within two years of the end of the calendar year in which the residential population equivalent was submitted to the EA in accordance with (a) above, unless the EA agrees otherwise in writing.				
10	Operations / Emissions Improvements	Submit residential population equivalent when TDV >Q80	If the Total Daily Volume 80% exceeded flow in a calendar year exceeds [A] m3/day the operator shall calculate and submit the residential population equivalent connected to the sewerage system upstream of the overflow to the storm tank to the EA before the end of the calendar year in which the Total Daily Volume data was provided to the EA in accordance with condition 4.2.2, unless otherwise agreed in writing by the EA.	22	✓	✗	✗
11	Operations / Emissions Non EPR	Chemical dosing plant	The chemical dosing plant shall be operated and maintained in accordance with good operational practice such that: (a) It remains fully operational except at times of unavoidable mechanical or electrical breakdown which shall be attended to, and the Environment Agency informed of the	4	✓	✗	✗



			<p>failure, as soon as practicable after the failure.</p> <p>(b) Following a failure all equipment shall be returned to normal operation as soon as practicable.</p> <p>(c) Tanks shall be desludged at sufficient frequency and in such a manner to prevent excessive carryover of suspended solids.</p>				
12	Operations / Emissions Non EPR	Chemical dosing - changes	The chemical formulation of the chemical dosing material shall not be changed without the prior written agreement of the Agency	1	✓	✗	✗
13	Operations / Emissions Non EPR	Chemical dosing - materials	The chemical dosing materials employed in the phosphorus removal process shall be of an iron or polyaluminium salt formation as notified to the Agency in writing prior to use	1	✓	✗	✗
14	Operations / Emissions Non EPR	Chemical dosing - specifications	The chemical dosing materials shall conform to the British Standards specifications relating to potable products or other equivalent specification as agreed in writing with the Agency prior to use. Copies of the documentation of the quality assurance system shall be made available for inspection at all reasonable times	1	✓	✗	✗



15	Operations / Emissions Non EPR	Means of discharge	Means of discharge as specified	2	✓	✗	✗
16	Operations / Emissions Non EPR	Telemetry alarm on chemical dosing plant	<p>A telemetry alarm system connected to a 24-hour response system shall be provided and maintained to provide notification of failure or breakdown of the chemical dosing (iron or polyaluminium) plant The chemical dosing plant shall be operated and maintained in accordance with good operational practice such that:</p> <p>(a) It remains fully operational except at times of unavoidable mechanical or electrical breakdown which shall be attended to, and the Environment Agency informed of the failure, as soon as practicable after the failure.</p> <p>(b) Following a failure all equipment shall be returned to normal operation as soon as practicable</p> <p>(c) Tanks shall be desludged at sufficient frequency and in such a manner to prevent excessive carryover of suspended solids.</p>	1	✓	✗	✗
17	Operations / Emissions Operating Techniques	Emissions management plan	The operator shall if notified by the EA that the activities are giving rise to pollution, submit to the EA for approval within the period specified	2	✓	✗	✗



			and implement the approved emissions management plan from the date of approval unless otherwise agreed in writing by the EA				
18	Operations / Emissions Operating Techniques	NDLS OT1	For the activity A1 referenced in schedule 1, table S1.1 the activity shall, subject to the conditions of this permit, be operated using the techniques and in the manner described in the documentation specified in schedule 1, table S1.2, unless otherwise agreed in writing by the Environment Agency. NDLS_OT1 – No Deterioration Load Standstill Limits Operating Techniques Agreement Document	1	✓	✗	✗
19	Operations / Emissions Operating Techniques	Operating techniques document	For the activity(ies) (A1 to A4 etc.) referenced in schedule 1, table S1.1 the activity(ies) shall, subject to the conditions of this permit, be operated using the techniques and in the manner described in the documentation specified in schedule 1, table S1.2, unless otherwise agreed in writing by the Environment Agency.	15	✓	✗	✗
20	Operations / Emissions Operating Techniques	Pollution action plan	If notified by the Environment Agency that the activities are giving rise to pollution, the operator shall	15	✓	✗	✗



			submit to the Environment Agency for approval within the period specified, a revision of any plan or other documentation (“plan”) specified in schedule 1, table S1.2 which identifies and minimises the risks of pollution relevant to that plan , and shall implement the approved revised plan in place of the original from the date of approval, unless otherwise agreed in writing by the Environment Agency.				
21	Operations / Emissions Site	Asset location correct	The operating technique(s) that is (are) the subject of conditions prefixed by 2.3 shall be applied at the location(s) shown, or otherwise described, in schedule 7.	294	✓	✗	✗
22	Operations / Emissions Site	Discharge location correct	The discharge shall be made at the National Grid Reference specified	350	✓	✗	✗
23	Operations / Emissions Activity	Activity as specified - Discharge	The only activities authorised by the permit are the activities specified in schedule 1 table S1.1.	349	✓	✗	✗
24	Operations / Emissions Activity	Activity as specified – Infiltration system / borehole	The discharge activities shall take place at the discharge points marked on the site plans at schedule 7 to this permit, and as listed in table S3.2; [Please select this row if limits of specified activity in schedule 3 table S3.X. is "via an infiltration system/borehole"]	19	✓	✗	✗



25	Operations / Emissions Activity	Activity as specified - LTA	The discharge shall consist solely/only of secondary treated sewage effluent via a land treatment area	24	✓	✗	✗
26	Operations / Emissions Activity	Spill due to emergency only	An emergency shall be defined as the period when the sewage pumping station is inoperative as a result of one or more of the following, which is not due to the act or default of the operator	1	✓	✗	✗
27	Operations / Emissions Key Protection Measures	24H telemetry response to failure	Maintained 24-hour response telemetry alarm system to notify operator failure or breakdown of the pumping station	1	✓	✗	✗
28	Operations / Emissions Key Protection Measures	ASARP response after SPS failure	Alarm response as soon as reasonably practicable after receipt of warning of failure or breakdown of the pumping station	1	✓	✗	✗
29	Operations / Emissions Key Protection Measures	Emergency storage capacity	Storage capacity, equivalent to a total of at least x hours of the dry weather flow shall be provided above the normal top operating level in dry weather and below the level of the overflow	1	✓	✗	✗
30	Operations / Emissions Key Protection Measures	Measures to return SPS to normal operation	Take all reasonable remedial measures to return the pumping station to normal operation after the alarm	1	✓	✗	✗
31	Operations / Emissions Key Protection Measures	Mobile generation point	Mobile generator point. Install and operate a mobile generator as soon	1	✓	✗	✗



			as is reasonably practicable in the event of an electrical failure				
32	Operations / Emissions Key Protection Measures	Automatic standby pump activation	Automatic standby pump activation on duty pump failures other than power failures	1	✓	✗	✗
33	Operations / Emissions Key Protection Measures	Duty pump maintained	Duty pump(s) installed and maintained in working order	1	✓	✗	✗
34	Operations / Emissions Key Protection Measures	Pump reactivation	Automatic pump reactivation when power restored after power failure	1	✓	✗	✗
35	Operations / Emissions Key Protection Measures	Standby pump	Standby pump(s) installed and maintained in working order	1	✓	✗	✗
36	Operations / Emissions Infiltration system	Infiltration system / borehole requirements	The infiltration system/borehole specified in table S1.1 shall be constructed to comply with the following: the infiltration system shall not be situated within 50 metres of a well, spring or borehole that is used to supply water for domestic or food production purposes the infiltration system shall not connect to any land drainage system the infiltration system shall not be situated within 10 metres of any watercourse(including any ditch that runs dry for part of the year),or any other surface water	24	✓	✗	✗
37	Operations / Emissions Monitors	FFT reading every two mins	The flow passed forward monitoring readings required by condition 3.3.1 and schedule 3 tables S3.1 and	149	✓	✗	✗



			S3.4 must be taken every two minutes where: the overflow is directly pumped to a storm tank, unless otherwise agreed in writing by the Environment Agency ; or the operator has received the written agreement of the Environment Agency to move to monitoring every two minutes from a specified date.				
38	Operations / Emissions Monitors	FFT readings every two mins or 15 mins	From 31/03/2026, unless another date is agreed in writing by the Environment Agency, the flow passed forward monitoring readings required by condition 3.3.1 and schedule 3 tables S3.1 and S3.4 must be taken every two minutes unless the operator can demonstrate there are sufficient 15 minute readings to assess compliance with the flow passed forward limit in schedule 3 table S3.1.	149	✓	✗	✗
39	Operations / Emissions Monitors	Measures to return EDM to operation	The operator shall take all appropriate measures to return event duration monitoring equipment to normal operation as soon as reasonably practicable after receipt of notification of the failure.	19	✓	✗	✗



40	Operations / Emissions Monitors	Telemetry alarm notification of EDM failure	Event duration monitoring telemetry equipment shall be installed and maintained, as far as reasonably practicable, so as to give the operator notification as soon as reasonably practicable, of a failure of the event duration monitoring equipment, unless otherwise agreed with agreed in writing by the EA.	18	✓	✗	✗
41	Operations / Emissions Overflow settings	All storage full before discharge occurs	Storm storage must be fully utilised before a discharge occurs.	204	✓	✗	✗
42	Operations / Emissions Overflow settings	FFT / PFF – Spill to environment	The discharge shall only occur when and only for as long as the flow passed forward is equal to or greater than the overflow setting indicated. The discharge of storm sewage shall only occur when the rate of flow at the storm sewage separating system is in excess of the specified litres per second (FFT l/s) due to rainfall and/or snow melt and shall consist only of flows in excess of this figure.	193	✓	✗	✓ FFT
43	Operations / Emissions Overflow settings	FFT / PFF – Spill to tanks	Offline storm storage shall only fill when the flow passed forward is equal to or greater than the overflow setting indicated. The discharge of settled storm sewage shall occur when and only for as long as the	168	✓	✗	✓ FFT



			storm tank(s) are full. The discharge of storm sewage to the storm tank(s) shall only occur when the rate of flow at the storm sewage separating system is in excess of the specified litres per second (FFT l/s) due to rainfall and/or snow melt and shall consist only of flows in excess of this figure. The storm tank(s) shall be emptied automatically and their contents returned for full treatment as soon as practicable after cessation of the overflow to the storm tank(s).				
44	Operations / Emissions Overflow settings	No reduction in flows	There shall be no reduction in the flows that are passed forward for full treatment from those that were being passed forward for full treatment prior to the date of issue of this permit variation without the prior written agreement of the Environment Agency	62	✓	✗	✗
45	Operations / Emissions Overflow settings	Particle size	The discharge shall not contain a significant quantity of solid matter with a particle size greater than any indicated	174	✓	✗	✗
46	Operations / Emissions Overflow settings	Spill to storm tanks due to rainfall	Offline storm storage shall only fill due to rainfall and/or snow melt	204	✓	✗	✗



47	Operations / Emissions Overflow settings	Spill to environment due to rainfall	The discharge shall only occur when and only for as long as the flow passed forward is equal to or greater than the overflow setting indicated due to rainfall and/or snow melt.	228	✓	✗	✗
48	Operations / Emissions Solids / screens	Discharge not macerated	The discharge of storm sewage shall not be comminuted or macerated	145	✓	✗	✗
49	Operations Solids / screens	Measures to return screen to operation	The operator shall take all appropriate measures to return the screen cleaning mechanism to normal operation as soon as reasonably practicable after receipt of notification of the failure.	86	✓	✗	✗
50	Operations / Emissions Solids / screens	Storm discharge screened / screenings removed	Subject to paragraph b), the Discharge of storm sewage shall not contain a significant quantity of solid matter having a size greater than that specified (as the max size of solids matter (copasac or screen)) b) The Discharge shall not be comminuted or macerated to achieve the standard in (a) above	175	✓	✗	✗
51	Operations / Emissions Solids / screens	Telemetry alarm notification of screen cleaning mechanism	Where a mechanically cleaned screen is installed, a telemetry alarm system shall be installed and maintained, as far as reasonably practicable, so as to give the operator immediate notification of a failure of the screen cleaning	121	✓	✗	✗



			mechanism, unless otherwise agreed in writing by the EA.				
52	Operations / Emissions Storage	Empty storm tank ASARP	Offline storm storage contents returned to the continuation flow as soon as practicable	168	✓	✗	✗
53	Operations / Emissions Storage	Storm storage capacity	The minimum storm storage (online/offline) required is specified in table 3.3. The capacity of the storm tank(s) shall be at least that of the specified volume (storm tank m3)	182	✓	✓	✗
54	Operations / Emissions TDC	Assets maintained: overflow, screens and storm tanks	Overflow, screens and storm tank shall be maintained in an effective and efficient operational condition	36	✓	✗	✗
55	Operations / Emissions UWWTR	UWWTR requirement	For the activity(ies) (A1 to A4 etc.) referenced in schedule 1, table S1.1 the operator shall comply with the relevant requirements of the Urban Waste Water Treatment (England and Wales) Regulations 1994. For the Discharge of FE, the operator shall comply with the relevant requirements of the Urban Wastewater Treatment (England and Wales) Regulations 1994	270	✓	✗	✗
56	Emissions Abnormal conditions	Abnormal operating conditions	For the emission limits in schedule 3, table S3.1 to which this condition applies, no sample of the discharge taken at a time when abnormal operating conditions are adversely	137	✓	✗	✗



			affecting the operation of the waste water treatment works, shall be taken into account in deciding whether or not the emission limit has been complied with.				
57	Emissions Abnormal conditions	EA notification within 14 days of the exceedance / abnormal operation	For any sample of the discharge taken to be considered for the purposes of (a) above, the operator shall notify the Environment Agency in writing within 14 days of becoming aware that an emission limit has been exceeded. That notification shall include a full description of the unusual weather conditions and their impact on the operation of the works.	119	✓	✗	✗
58	Emissions Abnormal conditions	Mitigation to abnormal effects of operation – abnormal operating conditions	On any occasion where abnormal operating conditions adversely affect the operation of the wastewater treatment works, the operator shall use its best endeavours to mitigate that adverse effect.	118	✓	✗	✗
59	Emissions Interpretation	Interpretation	In this permit the expressions listed in schedule 6 shall have the meaning given in that schedule.	309	✓	✗	✗
60	Emissions Interpretation	Notifications interpretation	In this permit references to reports and notifications mean written reports and notifications, except where reference is made to notification being made “as soon as	293	✓	✗	✗



			reasonably practicable”, in which case it may be provided by telephone.				
61	Emissions Other substances	Groundwater – hazardous substances	For the activity(ies) (Ax.) referenced in schedule 1, table S1.1 the operator shall take appropriate measures as far as is reasonably practicable to prevent the input of hazardous substances to groundwater	26	✓	✗	✗
62	Emissions Other substances	Groundwater – non-hazardous pollutants	Where a non-hazardous pollutant is not controlled by an emission limit, to limit the input of such non-hazardous pollutants to groundwater so as to ensure that inputs do not cause pollution of groundwater	25	✓	✗	✗
63	Emissions Other substances	Minimise pollution effects of other substances	For the activity(ies) (A1 to A4 etc.) referenced in schedule 1, table S1.1 the operator shall take appropriate measures to minimise so far as reasonably practicable the polluting effects of the emissions of substances in the discharge not controlled by emission limits (excluding odour).	258	✓	✗	✗
64	Emissions Other substances	Tributyltin-cation monitoring	For the activity A1 referenced in schedule 1, table S1.1 the activity shall, subject to the conditions of this permit, be operated using the techniques and in the manner	1	✓	✗	✗



			described in the documentation specified in schedule 1, table S1.2, unless otherwise agreed in writing by the Environment Agency. NDLS_OT1 – No Deterioration Load Standstill Limits Operating Techniques Agreement Document				
65	Emissions Sampling Points	Inlet quality effluent sampling	The operator shall, unless otherwise agreed in writing by the Environment Agency, undertake the monitoring specified in the following tables in schedule 3 to this permit: (b) inlet quality specified in tables S3.1 and S3.4	164	✓	✗	✗
66	Emissions Sampling Points	Sampling points - emergency	(An) Accessible monitoring point(s) shall be provided and maintained to enable [the emissions monitoring programme and/or other monitoring] or [monitoring] [and the environmental monitoring] to be carried out at the monitoring point(s) specified in table [S3.4] of schedule 3 and shown marked on the site plan(s) in schedule 7.	1	✓	✗	✗
67	Emissions Sampling Points	Sampling points - storm	(An) Accessible monitoring point(s) shall be provided and maintained to enable [the emissions monitoring programme and/or other monitoring] or [monitoring] [and the environmental monitoring] to be	194	✓	✗	✗



			carried out at the monitoring point(s) specified in table [S3.4] of schedule 3 and shown marked on the site plan(s) in schedule 7.				
68	Emissions Sampling Points	Sampling points – treated effluent	(An) Accessible monitoring point(s) shall be provided and maintained to enable [the emissions monitoring programme and/or other monitoring] or [monitoring] [and the environmental monitoring] to be carried out at the monitoring point(s) specified in table [S3.4] of schedule 3 and shown marked on the site plan(s) in schedule 7.	338	✓	✗	✗
69	Emissions Sampling Programme	Pre-scheduled monitoring UWWTR by 1 st Dec	The monitoring programme for the parameters subject to schedule 3C shall be: pre-scheduled before each calendar year; Unless otherwise agreed in writing by the Environment Agency, the operator shall submit the monitoring programme for the following calendar year to the Environment Agency before the 1st of December	146	✓	✗	✗
70	Emissions Sampling Programme	Pre-scheduled monitoring – OSM & UWWTR	The monitoring programme for the parameters subject to schedule 3B and/or 3C shall be: pre-scheduled to cover a calendar year and the programme recorded before the	326	✓	✗	✗



			start of a calendar year sample period				
71	Emissions Sampling Programme	Rescheduled samples – Notifications & Records	After becoming aware, or following a notification that a sample has not been taken on the schedule 3B/3C Monitoring Programme pre-scheduled date, or is lost, or a result for that sample cannot be reported, the operator shall record the details and reschedule the sample.	328	✓	✗	✗
72	Emissions Sampling Programme	Spot samples collection	The monitoring programme for the parameters subject to schedule 3B shall be: spot samples collected at approximately equal intervals during the year, including samples from different days of the week and different times. Approximately 10% of samples should be outside the normal sampling window which is 9am-3pm, Monday to Friday.	280	✓	✗	✗
73	Emissions Sampling Programme	UWWTR missed sample notification	Unless otherwise agreed in writing by the Environment Agency, after becoming aware, or following notification that a sample has not been taken on the schedule 3C Monitoring Programme pre-scheduled date, or is lost, or a result for that sample cannot be reported, the operator shall notify the Environment Agency of the missed	146	✓	✗	✗



			event and the reschedule date as soon as reasonably practicable.				
74	Emissions Sampling Programme	UWWTR samples collection	The monitoring programme for the parameters subject to schedule 3C shall be: samples must be collected at approximately equal intervals during the year from different days of the week and approximately 10% of samples should be taken at weekends.	147	✓	✗	✗
75	Emissions Unusual Weather	EA notification of exceedance and their impact on the operation of the works -unusual weather	For any sample of the discharge taken to be considered for the purposes of (a) above, the operator shall notify the Environment Agency in writing within 14 days of becoming aware that an emission limit has been exceeded. That notification shall include a full description of the unusual weather conditions and their impact on the operation of the works.	279	✓	✗	✗
76	Emissions Unusual Weather	Mitigation to adverse effects of operations – unusual weather	On any occasion where unusual weather conditions adversely affect the operation of the wastewater treatment works, the operator shall use its best endeavours to mitigate that adverse effect.	279	✓	✗	✗
77	Emissions Unusual Weather	Sampling – unusual weather	For the emission limits in schedule 3 table S3.1 to which this condition applies, no sample of the discharge	279	✓	✗	✗



			taken at a time when unusual weather conditions are adversely affecting the operation of the waste water treatment works, shall be taken into account in deciding whether or not the emission limit has been complied with.				
78	Emissions Dry Weather Flow	DWF (80% and 90%)	The permitted Dry Weather Flow limit in schedule 3 table S3.1 is set at the operator's planned annual 80% exceeded daily volume discharged. For compliance purposes an exceedance shall be recorded for a calendar year only when the limit in effect on 31 December of that calendar year is exceeded by 90% or more of the 'good' recorded Total Daily Volumes in that calendar year.	296	✓	✗	✓ DWF
79	Emissions Dry Weather Flow	DWF 2026 limit – 3 in 5 years	From the 1 st of January 2026 the limit has been complied with in an assessment calendar year unless; two or more exceedances have occurred in the preceding four years	238	✓	✗	✓ DWF
80	Emissions Dry Weather Flow	DWF 2026 limit – in year	From the 1st of January 2026 the limit has been complied with in an assessment calendar year unless; the limit was exceeded in the compliance assessment calendar year	239	✓	✗	✓ DWF



81	Emissions Dry Weather Flow	DWF – Reports & Investigation	Up to and including 31 December 2025: i. If an exceedance of the Dry Weather Flow limit is recorded in a calendar year, then the operator shall, as soon as is reasonably practicable, investigate the reasons for the exceedance. ii The operator shall report the reasons for the exceedance to the Environment Agency and the steps that it proposes to take to restore compliance.	268	✓	✗	✓
82	Emissions Dry Weather Flow	DWF – steps no failure	Up to and including 31 December 2025: An exceedance of the Dry Weather Flow limit shall not be recorded as a failure of the Dry Weather Flow limit in that calendar year if the operator takes appropriate steps to restore compliance.	260	✓	✗	✓
83	Emissions Dry Weather Flow	DWF – unusual rainfall	If the measured Dry Weather Flow exceeds the permitted Dry Weather Flow limit because of unusual rainfall during the 12-month period, then it will not be recorded as a failure of the Dry Weather Flow limit. For the purposes of this condition, unusual rainfall shall mean rainfall that causes significantly higher sewage flows during the three-month period	68	✓	✗	✗



			that normally records the lowest flows; For unusual rainfall to be considered, the operator shall notify the Environment Agency and provide supporting evidence as part of the normal specified data returns.				
84	Emissions Limits	Limits not exceeded	The limits given in schedule 3 table S3.1 shall not be exceeded. The daily flow of discharge shall not exceed the volume specified. The numeric value of the measured Dry Weather Flow shall not exceed the numeric value of the consented Dry Weather Flow limit. Discharge shall satisfy relevant requirements of referenced table and conform to the total phosphorus requirements of that reference	328	✓	✗	✓ DWF & Numeric
85	Emissions Limits	LUT exceedance	The limits in schedule 3 table S3.1 to which this condition applies may be exceeded where: in any series of samples of the discharge taken at regular but randomised intervals in any period of twelve consecutive months as listed in column 1 of schedule 3A, no more than the relevant number of samples, as listed in column 2 of schedule 3A, exceed the applicable limit for that relevant parameter. <For relevant	279	✓	✗	✗



			parameters subject to schedule 3C the assessment is based on a fixed calendar year from 1 January to 31 December inclusive				
86	Emissions Non EPR	Defence under section 87 WRA	Nothing in this, or any other, condition of this permit prevents anyone from relying on any defence available to them under section 87 of the Water Resources Act 1991	29	✓	✗	✗
87	Emissions Non EPR	Flow system documented procedures	The Operator shall produce and maintain documented procedures for the calibration, operation and maintenance of the flow system (“maintenance procedures”). The Operator shall produce and maintain a formal Quality Management System (“QMS”) for the management of the flow system and the implementation of the maintenance procedures. An appropriate independent certifier shall certify the QMS	54	✓	✗	✗
88	Emissions Non EPR	Flow system maintenance procedures	The Operator shall calibrate, operate and maintain the flow system in accordance with the maintenance procedures. The Consent Holder shall keep a record of the maintenance procedures and maintenance records available for inspection of the Agency and	52	✓	✗	✗



			provide a copy to the Agency on request				
89	Emissions Non EPR	OSM QMS	An effluent monitoring programme shall be submitted to the Authority's Regional Scientific Manager; Thames Region within three months of the date of this consent and upon written agreement shall be implemented when discharge commences	79	✓	✗	✗
90	Emissions Non EPR	QMS ISO 17025	Any sampling or analysis carried out as part of the monitoring programme shall be managed and operated in accordance with ISO 17025 for the MCERTS performance standard for organisations undertaking sampling and chemical testing of water to the reasonable satisfaction of the agency	79	✓	✗	✗
91	Emissions Non EPR	Unauthorised discharges into works	A discharge shall not be made from the works if it would cause a significant increase in the polluting effects of the discharge on controlled waters as a result of a new or altered discharge of trade effluent into the works. A discharge made from the works shall not contain any poisonous, noxious or polluting matter or solid waste matter which is attributable to any	32	✓	✗	✗



			unauthorised discharge into the works.				
92	Emissions Outfall	No visible oil or grease	The works shall be operated so as to prevent the Discharge from containing any significant trace of visible oil or grease	270	✓	✗	✗
93	Emissions Outfall	Solid matter removed from outfall ASARP	Where the discharge results in unsatisfactory solid matter being visible in the receiving waters or on the banks or shoreline, in the vicinity of the outfall, the operator shall take all reasonable steps to collect and remove such matter as soon as reason	214	✓	✗	✗
94	Emissions Outfall	Visual appearance	The discharge must so far as is reasonably practicable have no significant visual or aesthetic impact due to deposit of solids on the bed or banks of the receiving watercourse or growth of sewage fungus on the bed of the receiving watercourse"	86	✓	✗	✗
95	Emissions Records	Records made for emissions and monitoring	The operator shall maintain records of all monitoring required by this permit.	339	✓	✗	✗
96	Emissions Monitoring	Alternative limits	For the parameters in schedule 3 table S3.1 to which this condition applies: At any time when the Environment Agency considers that the quality of the river will not be put	3	✓	✗	✗



			at risk, the Environment Agency may notify the operator that one of the sets of alternative limits in schedule 3 table S3.1 will apply in place of the usual limits. The Environment Agency shall notify the operator in writing of any change to the limits that will apply, stating the limits that will apply and the date from which they will apply.				
97	Emissions Monitoring	AMP6 storm EDM	AMP6 storm EDM	53	✓	✗	✗
98	Emissions Monitoring	Confidence interval – Schedule 3D	The emission limits in schedule 3 table S3.1 to which this condition applies shall have been complied with if the lower bound 90% confidence interval calculated in accordance with schedule 3D is less than or equal to that emission limit.	86	✓	✗	✗
99	Emissions Monitoring	Monitoring borehole	Table S3.4 Surface or Groundwater monitoring requirements; Monitoring borehole	9	✓	✗	✗
100	Emissions Monitoring	Monitoring in place	Undertake a monitoring programme for the parameters specified by this consent which control the effluent quality by numeric limits	324	✓	✗	✗
101	Emissions Monitoring	Overflow monitoring telemetry equipment	Overflow operation monitoring telemetry equipment shall be installed and maintained, as far as reasonably practicable.	1	✓	✗	✗



102	Emissions Monitoring	Point source emission limits	The operator shall, unless otherwise agreed in writing by the Environment Agency, undertake the monitoring specified in the following tables in schedule 3 to this permit: point source emissions specified in tables S3.1 and S3.4;	290	✓	✗	✗
103	Emissions Monitoring	Randomised intervals 12-month samples	The emission limits in schedule 3 table S3.1 to which this condition applies are assessed using any series of samples of the discharge taken at regular but randomised intervals in any period of twelve consecutive months.	103	✓	✗	✗
104	Emissions Monitoring	Sampling – Filamentous organisms	For the emission limits in schedule 3 table S3.1 to which this condition applies, no sample of the discharge taken at a time when the growth of filamentous organisms leads to: (i) bulking sludge as evidenced by the Stirred Specific Volume Index being above the design level of 120 ml/g; or (ii) the uncontrolled formation of foam which adversely affects the operation of the wastewater treatment works; shall be taken into account in deciding whether or not the emission limit has been complied with.	4	✓	✗	✗



			(b) On any occasion where filamentous organisms adversely affect the operation of the wastewater treatment works, the operator shall use its best endeavours to mitigate that adverse effect.				
105	Emissions Monitors	MON3 overflow operation	Overflow operation (into storm storage) monitoring	141	✓	✗	✗
106	Emissions Monitors	MON4 FFT flowmeter	The operator shall, for the flow passed forward and overflow operation monitoring required by condition 3.3.1 and schedule 3 table S3.1 to assess 'flow passed forward' limit compliance.	137	✓	✗	✗
107	Emissions Monitors	TDV recorded	A continuous flow measurement and recording system ("the flow system") that complies with MCERTS Flow Monitoring scheme shall be provided and operated to record the total daily volume of sewage through the treatment works.	298	✓	✗	✗
108	Emissions Monitors	15 min flow records	The flow system shall also measure and record the instantaneous flow at least every 15 minutes or the 15-minute average flow every 15 minutes. The Consent Holder shall provide and operate on-site visual display from which the Agency can	281	✓	✗	✗



			readily obtain the instantaneous or 15-minute average flow readings..				
109	Emissions Monitors	EDM – Spill to the environment: 15 mins	For the activity(ies) (A1 to A4 etc.) referenced in schedule 1, table S1.1 an event duration monitoring [telemetry] system shall be installed and maintained, as far as reasonably practicable so as to give the operator data available of discharge occurrence (start and stop) at the frequency defined in table S3.1.	72	✓	✗	✗
110	Emissions Monitors	EDM – Spill to the environment: 15 mins or 2 mins	For the activity(ies) (A1 to A4 etc.) referenced in schedule 1, table S1.1 an event duration monitoring [telemetry] system shall be installed and maintained, as far as reasonably practicable so as to give the operator data available of discharge occurrence (start and stop) at the frequency defined in table S3.1.	120	✓	✗	✗
111	Emissions Monitors	EDM – Spill to the environment: 2 mins	For the activity(ies) (A1 to A4 etc.) referenced in schedule 1, table S1.1 an event duration monitoring [telemetry] system shall be installed and maintained, as far as reasonably practicable so as to give the operator data available of discharge occurrence (start and stop) at the frequency defined in table S3.1.	19	✓	✗	✗



112	Emissions Monitors	FFT 8% uncertainty	The flow passed forward monitoring specified in schedule 3 table S3.1: shall be capable of recording the flow passed forward with a total uncertainty within +/-8% at the overflow setting specified in schedule 3 table S3.3.	149	✓	✗	✗
113	Emissions Monitors	FFT uncertainty assessed and recorded	The flow passed forward monitoring specified in schedule 3 table S3.1: shall have its total uncertainty assessed as soon as reasonably practicable following MCERTS certification or recertification and in addition whenever a significant change occurs that may impact the total uncertainty; the flow passed forward monitoring specified in schedule 3 table S3.1: all assessment reports confirming the total uncertainty shall be retained for at least six years and provided to the Environment Agency within 28 days unless otherwise agreed in writing by the Environment Agency.	150	✓	✗	✗
114	Emissions Monitors	Measures to return MON3/4 to operation ASARP	The operator shall take all reasonable measures to return the flow and/or overflow operation monitoring equipment to normal operation as soon as reasonably	147	✓	✗	✗



			practicable after becoming aware of a failure.				
115	Emissions Monitors	MON3 90% good data 14 consecutive days	For the flow and overflow operation monitoring required by condition 3.3.1 and schedule 3 table S3.1 to assess 'flow passed forward' compliance, and unless otherwise agreed in writing by the Environment Agency, there shall be: (b)no more than 14 consecutive days in any calendar year where 'good' overflow operation data are recorded for less than 90% of each day	150	✓	✗	✗
116	Emissions Monitors	MON3/4 90% good data 37 calendar days	For the flow and overflow operation monitoring required by condition 3.3.1 and schedule 3 table S3.1 to assess 'flow passed forward' compliance, and unless otherwise agreed in writing by the Environment Agency, there shall be: (c)no more than 37 days in any calendar year that do not have both 'good' flow data recorded for at least 90% of each day and 'good' overflow operation data recorded for at least 90% of each day.	151	✓	✗	✗



117	Emissions Monitors	MON4 90% good data 14 consecutive days	For the flow and overflow operation monitoring required by condition 3.3.1 and schedule 3 table S3.1 to assess 'flow passed forward' compliance, and unless otherwise agreed in writing by the Environment Agency, there shall be: (a)no more than 14 consecutive days in any calendar year where 'good' flow data are recorded for less than 90% of each day.	141	✓	✗	✗
118	Emissions Monitors	STK overflow data allowed – first flow reading	For the purpose of this condition the following readings shall not be used in the assessment; (i) data that is not 'good' data; or (ii) the first flow reading after the start of each overflow event; or (iii) readings taken when the overflow to the storm tank is operating to facilitate regular maintenance, non-routine planned maintenance or non-routine un-planned maintenance, subject to the written agreement of the Environment Agency; or (iv) readings taken when the overflow to the storm tank is operating as a result of a discharge which another person has caused or knowingly permitted to be made into the sewer or the works, and the operator either	142	✓	✗	✗



			was not bound to receive the discharge into the sewer or the works or was bound to receive it there subject to conditions which were not observed, and the operator could not reasonably have been expected to prevent the discharge into the sewer or works, subject to the written agreement of the Environment Agency.				
119	Emissions Monitors	STK overflow data allowed – within 30 mins	For the purpose of this condition the following readings shall not be used in the assessment; (i) data that is not 'good' data; or (ii) flow readings taken within 30 mins after the start of each overflow event (iii) readings taken when the overflow to the storm tank is operating to facilitate regular maintenance, non-routine planned maintenance or non-routine un-planned maintenance, subject to the written agreement of the Environment Agency; or (iv) readings taken when the overflow to the storm tank is operating as a result of a discharge which another person has caused or knowingly permitted to be made into the sewer or the works, and the operator either was not bound to receive the	7	✓	✗	✗



			discharge into the sewer or the works or was bound to receive it there subject to conditions which were not observed, and the operator could not reasonably have been expected to prevent the discharge into the sewer or works, subject to the written agreement of the Environment Agency.				
120	Emissions Monitors	STK overflow data - maintenance	<p>For any readings to be considered by the Environment Agency for the purposes of 3.1.X(a)(iii) above;</p> <p>(i) the regular planned maintenance, non-routine planned maintenance or non-routine unplanned maintenance must not have resulted in a discharge from the storm tank(s); and</p> <p>(ii) the storm tank(s) must have been emptied as soon as reasonably practicable and before any further overflow into them occurs; and</p> <p>(iii) the operator must have pre-scheduled the regular maintenance and included it in a maintenance programme available for inspection upon request by the Environment</p>	136	✓	✗	✗



			<p>Agency; and</p> <p>(iv) the operator must have notified the Environment Agency in writing at least 5 working days before commencing any non-routine planned maintenance and, within 14 days of completing the non-routine planned maintenance, have submitted a full description of its impact on the operation of the storm tank(s) to the Environment Agency; and</p> <p>(v) the operator must have notified the Environment Agency before commencing any nonroutine unplanned maintenance and, within 14 days of completing the non-routine unplanned maintenance, have submitted a full description of the work carried out and its impact on the operation of the storm tank(s) to the Environment Agency; and</p> <p>(vi) the non-routine un-planned maintenance was not required to be carried out due to the act or default of the operator, its agents, representatives, officers, employees or servants.</p>				
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121	Emissions Monitors	STK overflows – 95%/92%	At least 95% of all flow passed forward readings taken in any calendar year while the overflow to storm tanks is operating must be equal to or greater than 92% of the flow passed forward limit specified in schedule 3 table S3.1.	148	✓	✗	✗
122	Emissions Monitors	STK overflows – notification & impact	For any readings to be considered for the purposed of [3.1.x](a)(iv) above, the operator must have notified the Environment Agency as soon as reasonably practicable and must have used their best endeavours to minimise any adverse impact on the operation of the storm tanks(s).	136	✓	✗	✗
123	Emissions Monitors	STK overflows – records	Records demonstrating that the requirements of [3.1.x](a), (b) and (c) above have been met shall be maintained.	136	✓	✗	✗
124	Emissions Monitors	TDV 90% good data – 37/14 days	There shall be no more than 37 days and/or no more than 14 consecutive days with 'suspect' or 'missing' Total Daily Volumes in a calendar year, unless otherwise agreed in writing by the Environment Agency.	247	✓	✗	✗
125	Emissions Monitors	TDV / FFT from good flow readings	(a)Total Daily Volumes shall be calculated from the average of the available 'good' 15-minute flow	248	✓	✗	✗



			<p>readings taken from midnight to midnight where;</p> <p>Total Daily Volume (m3) = {Sum of 'good' readings (l/s) / number of 'good' readings} x {86,400 (s) / 1000}.</p> <p>Where there are 87 or more 'good' 15-minute flow readings the Total Daily Volume shall be reported as 'good', where there are 1 – 86 'good' readings it shall be reported as 'suspect' and where there are no 'good' readings as 'missing'.</p>				
126	Emissions QMS	Flag monitoring data	<p>[FE] (d) All 15-minute flow readings shall be flagged as 'good', 'suspect' or 'missing' using an appropriate methodology set out in the operator's flow monitoring quality management system.</p> <p>[STORM] For the operator shall, for the flow passed forward and overflow operation monitoring required by condition 3.3.1 and schedule 3 table s3.1 to assess 'flow passed forward' limit compliance (b) flag all monitoring data as good', 'suspect' or 'missing' using an</p>	249	✓	✗	✗



			appropriate methodology set out in the operator’s flow monitoring quality management system.				
127	Emissions QMS	MCERTS certified monitoring	Monitoring equipment, techniques, personnel and organisations employed for the emissions monitoring programme [and the environmental or other monitoring] specified in condition 3.3.1 shall have either MCERTS certification or MCERTS accreditation (as appropriate), where available, unless otherwise agreed in writing by the Environment Agency.	305	✓	✗	✗
128	Emissions QMS	MCERTS certified TDV	A continuous flow measurement and recording system (“the flow system”) that complies with MCERTS Flow Monitoring scheme shall be provided and operated to record the total daily volume of sewage through the treatment works. As soon as reasonably practicable after installation of the flow system and before the expiry of any certificate issued, the Operator shall employ an independent expert to clarify that the flow system complies with the MCERTS Flow Monitoring scheme	55	✓	✗	✗



129	Emissions QMS	Suspect / missing data: reasons, steps, records	<p>[FE] (b) The operator shall record all failures of the flow measurement system and any other breaks in the flow record and the reasons for all issues, failures and breaks that lead to missing or suspect Total Daily Volume records and all steps taken to prevent a re-occurrence.</p> <p>[STORM] The operator shall, for the flow passed forward and overflow operation monitoring required by condition 3.3.1 and schedule 3 table S3.1 to assess 'flow passed forward' limit compliance:</p> <p>(a) have appropriate systems in place that allow them to detect and record all issues and failures of the monitoring systems, and any other breaks in the data; and</p> <p>(c) where 'good' flow or overflow operator monitoring data is not recorded for at least 90% of a day the operator shall, as far as is reasonably practicable, determine and record the reasons why</p>	277	✓	✗	✗
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			and the steps taken to prevent a re-occurrence; where 'good' flow or overflow operator monitoring data is not recorded for at least 90% of a day the operator shall, as far as is reasonably practicable, determine and record the reasons why and the steps taken to prevent a re-occurrence;				
130	Operations Notifications	Notification of sampling if requested	Where the Environment Agency has requested in writing that it shall be notified when the operator is to undertake monitoring and/or spot sampling specified in schedule [3B/3C], the operator shall inform the Environment Agency when the relevant monitoring and/or spot sampling is to take place. The operator shall provide this information to the Environment Agency at least 14 days before the date the monitoring is to be undertaken.	281	✓	✗	✗
131	Operations Notifications	Notify adverse environmental effects ASARP	Any other significant adverse environmental effects, which may have been caused by the activity, shall also be notified to the Environment Agency as soon as reasonably practicable following detection.	308	✓	✗	✗



132	Operations Notifications	Notify changes that affect effluent quality	For the activity(ies) (A1 to A4 etc.) referenced in schedule 1, table S1.1 where the operator proposes to make a change in the nature of the activity by increasing the concentration of, or the addition of, or allowing the introduction of, a substance to the activity to an extent that the operator considers could have a significant adverse environmental effect on the receiving waters, and the change is not permitted by emission limits specified within schedule 3 table S3.1 or the subject of an application for approval under the EP Regulations or under the terms of this permit. the Environment Agency shall be notified in writing at least 14 days before the increase or addition or allowing the introduction; : the notification shall contain a description of the proposed change.	282	✓	✗	✗
133	Operations Notifications	Notify limit exceedance ASARP	The Environment Agency shall be notified as soon as reasonably practicable following detection, within the site of the regulated facility of: any breach of a limit specified in schedule 3 table S3.1 (including individual exceedances of	329	✓	✗	✗



			limits which are covered by condition 3.1.2).				
134	Operations Notifications	Notify PE changes	For the activity(ies) (A1 to A4 etc.) referenced in schedule 1, table S1.1 the operator shall inform the Environment Agency in writing of any change, or proposed change, to the population equivalent such as would make a material change to the application of the Urban Waste Water Treatment (England and Wales) Regulations 1994 and shall, on request, inform the Environment Agency in writing of the actual population equivalent.	268	✓	✗	✗
135	Operations Notifications	Notify pollutions ASARP	The Environment Agency shall be notified as soon as reasonably practicable following detection, within the site of the regulated facility of: any malfunction, breakdown or failure of equipment or techniques, accident, or emission of a substance not controlled by an emission limit which has caused, is causing or may cause significant pollution;	303	✓	✗	✗
136	Operations Notifications	Other Notifications	The Environment Agency shall be notified within 14 days of the occurrence of the following matters,	294	✓	✗	✗



			<p>except where such disclosure is prohibited by Stock Exchange rules: Where the operator is a registered company: any change in the operator’s trading name, registered name or registered office address; any steps taken with a view to the operator going into administration, entering into a company voluntary arrangement or being wound up. Where the operator is a corporate body other than a registered company: any change in the operator's name or address; and any steps taken with the view of the dissolution of the operator.</p>				
137	Operations Notifications	Support pollution notification timely	<p>The information provided under condition 4.3.1 shall be supported by sending the information listed in schedule 5 to this permit within the time period specified in that schedule.</p>	294	✓	✗	✗
138	Operations Notifications	Telemetry warning of storm overflow	<p>The operator shall notify the Environment Agency, as soon as practicable after receipt of a telemetry warning, that operation of the combined sewer overflow has taken place.</p>	3	✓	✗	✗



139	Operations Records	Records – Keep original and amended	All records required to be made by schedule 3, 4 and 5 to this permit shall: if amended, be amended in such a way that the original and any subsequent amendments remain legible, or are capable of retrieval; All amended records should be made so that original and amendment remain legible and capable of retrieval.	293	✓	✗	✗
140	Operations Records	Records - Legible	All records required to be made by schedule 3, 4 and 5 to this permit shall: be legible; All records made by this consent shall be legible and made as soon as reasonably practicable.	292	✓	✗	✗
141	Operations Records	Records – Made promptly	All records required to be made by schedule 3, 4 and 5 to this permit shall: be made as soon as reasonably practicable.	293	✓	✗	✗
142	Operations Records	Records - Retention	All records required to be made by schedule 3, 4 and 5 to this permit shall: be retained, unless otherwise agreed in writing by the Environment Agency, for at least 6 years from the date when the records were made.	293	✓	✗	✗
143	Operations Records	Required documents accessible	and using the forms specified in schedule 4 table S4.2; and within the time period after the end of the reporting period specified in	293	✓	✗	✗



			schedule 4 table S4.1 the operator shall, unless otherwise agreed in writing by the Environment Agency, submit reports of the monitoring and assessment carried out in accordance with the conditions of this permit, as follows: giving the information from such results and assessments as may be required by the forms specified in those tables.				
144	Operations Reporting	Specified deadline	Within the time period after the end of the reporting period specified in schedule 4 table S4.1 the operator shall, unless otherwise agreed in writing by the Environment Agency, submit reports of the monitoring and assessment carried out in accordance with the conditions of this permit, as follows: for the reporting periods specified in schedule 4 table S4.1.	2	✓	✗	✗
145	Operations Reporting	Specified EA contact	The operator shall send all reports and notifications required by the permit to the Environment Agency using the contact details supplied in writing by the Environment Agency.	294	✓	✗	✗
146	Operations Reporting	Specified forms	and using the forms specified in schedule 4 table S4.2; and within the time period after the end of the reporting period specified in	328	✓	✗	✗



			schedule 4 table S4.1 the operator shall, unless otherwise agreed in writing by the Environment Agency, submit reports of the monitoring and assessment carried out in accordance with the conditions of this permit, as follows: giving the information from such results and assessments as may be required by the forms specified in those tables.				
147	Operations Reporting	Specified parameters	Within the time period after the end of the reporting period specified in schedule 4 table S4.1 the operator shall, unless otherwise agreed in writing by the Environment Agency, submit reports of the monitoring and assessment carried out in accordance with the conditions of this permit, as follows: in respect of the parameters and monitoring points specified in schedule 4 table S4.1.	291	✓	✗	✗
148	Operations Reporting	Specified periods	Within the time period after the end of the reporting period specified in schedule 4 table S4.1 the operator shall, unless otherwise agreed in writing by the Environment Agency, submit reports of the monitoring and assessment carried out in accordance with the conditions of	291	✓	✗	✗



			this permit, as follows: for the reporting periods specified in schedule 4 table S4.1				
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We welcome your views on this technical methodology. Please share them with us by emailing DWMP@thameswater.co.uk.



Our Drainage and Wastewater Management Plan 2030-2055 will include a number of technical methodologies, like this one. They will all provide detailed information on specific topics featured in our draft Plan such as climate change and sustainable approaches to drainage. You will be able to access all of the technical methodologies on our DWMP webpage.



For more DWMP28 information please visit our DWMP webpage and portals on our website.

