

### 1) Purpose

- a) This document sets out the agreed practices for the discharging of Domestic Waste into AWS Water Recycling Centres (WRCs) where AWS has granted a third party a Licence to Discharge Domestic Waste ("Licence"). AWS reserves the right to immediately terminate or revoke any Licence on written notice in the event that a Licensee breaches any of the terms of the Licence or the terms set out herein.

### 2) Scope

- a) The scope of this procedure applies to all persons including customers and 3rd parties applying for and having been granted a Licence for the discharge of Domestic Waste.

### 3) Defined Terms

- a) The following terms shall have the following meanings for the purposes of this document:

Term	Definition
AWS	Means Anglian Water Services Ltd (company number 2366656)
AWS Authorised Representative	Means the Recycling and Environmental Compliance Operational Administrator
Domestic Waste	Means the liquid waste of domestic origin <b>being normal contents of a lavatory and the liquid waste from washing people, clothes or household items collected and held in a septic tank and or cess pool.</b>
Non-domestic waste	<p><b>Below is a list of typical waste which is not domestic, this list is not exhaustive and if there is any doubt the Licensee should contact AWS.</b></p> <p><b>Domestic Waste does not include for example:</b></p> <ul style="list-style-type: none"> <li>(1) Wastewater from any trade or business (including where generated at a premises whose primary use is domestic occupation)</li> <li>(2) Waste of Animal origin e.g., without limitation, from the cleaning of kennels and animal pens</li> <li>(3) Water from the washing and cleaning of road gullies or similar</li> <li>(4) Water used to clean or wash buildings pavements or roads</li> <li>(5) water used for fire fighting purposes</li> <li>(6) Water from flooded premises</li> <li>(7) Water from heating systems</li> <li>(8) Waste borehole water</li> </ul>
Licensee	Means a third party who has applied for and has been granted a Licence by AWS
Licence	Means a licence granted by AWS to the Licensee for the discharge of Domestic Waste at one or more of AWS's WRCs
WRCs	Means AWS' water recycling centres (as identified in the relevant Licence)

### 4) Discharge Control Procedures

- a) AWS staff at the WRCs will be provided with details of all valid Licences relating to their WRC. If required, vehicle operators will provide details of their relevant discharge Licence before a discharge may take place
- b) Only vehicles which are listed on the Licensee's Licence shall be authorised /accepted to make any discharges of Domestic Waste at the relevant WRCs and at the designated named and marked locations
- c) AWS reserves the right to take samples of any load at any time either (a) where it suspects the load is not being discharged in accordance with the Licence; and / or (b) to confirm the levels of key substances are in line with what is reasonably be expected for Domestic Waste; and or (c) for routine sampling purposes; and shall be entitled to refuse permission to discharge if in the opinion of AWS's representative the waste is not Domestic Waste.
- d) AWS shall be entitled to refuse any discharge they consider (a) to be detrimental to the WRC, and / or (b) not to be in accordance with the Licensee's Licence terms; for example, is not Domestic Waste.
- e) Upon request, the vehicle operator (or some other person competent to do so) shall produce a copy of the discharge Licence and **will** confirm the nature and domestic origin of the waste by completing the "Waste Site Discharge Record – Normal", before discharging any waste at a WRC.
- f) AWS reserves the right to carry out audits of all relevant Licensee's paperwork related to Domestic Waste collection and discharge at any time.
- g) **Discharge into either (a) any point at a WRC not specifically designated as a discharge point in the Licence, or (b) directly into the sewerage system (e.g. via manholes), is not permitted under any circumstances.** Any existing arrangement allowing discharges other than outlined within this document is revoked.
- h) A discharge may be accepted in exceptional circumstances e.g. an emergency, by an unlicensed vehicle or applicant whose licence application is pending, provided that authorisation has been given by AWS Recycling and Environmental Compliance Manager prior to discharge. A record of the discharge shall be made on the "Waste Site Discharge Record – Ad-hoc" form and a sample of the waste shall be taken for analysis.
- i) Vehicles previously employed for carrying material other than Domestic Waste shall be thoroughly cleansed before using the vehicle for Domestic Waste. AWS will not provide facilities for the internal or external cleansing of vehicles.
- j) The Licensee shall clean all spillage and keep the area around the discharge point clean and tidy. Large spillages should be reported, either to site staff or to AWS's Authorised Representative.

### 5) Information for dischargers of Domestic Waste at Anglian Water Recycling Centres

- a) All discharges of Domestic Waste at AWS WRCs should be made in compliance with the terms and conditions of the Licence and this procedure.

- b) Completion of the AWS' Domestic Waste Health & Safety Induction presentation is mandatory and is part of the terms for the issue of a discharge Licence by AWS. All relevant staff should be briefed at least once every 12 months
- c) In particular the Licensee (and its staff) shall be required to obey the following rules when on site, together with any other reasonable directions or instructions given by AWS staff from time to time:
  - i) Always adhere to the safety rules covered in the AWS' Domestic Waste Health & Safety Induction presentation, especially the requirement to wear the correct PPE and signing in/out of site procedures.
  - ii) Always obey the traffic routing system on AWS sites. If the Licensee is discharging on an unmanned site, the Licensee shall always ensure that the site gate is closed and locked whilst the Licensee is on site and upon leaving, to prevent any unauthorised persons from gaining access to the site at any time.
  - iii) The use of the site weighbridge (or flow meter where installed) is mandatory for both inward and outward movement of vehicles on and off site. Vehicles should be weighed upon arrival at site and then again after the discharge of Domestic Waste has occurred.
  - iv) If a weighbridge is inoperable, the Licensee must report it by contacting the number displayed on the kiosk and providing as much information as possible.
  - v) Always obey all speed limits on site and remember that full compliance with health and safety signage on site is mandatory.
  - vi) Always ensure that a valid WTN (Waste Transfer Note) is in place for the waste the Licensee is going to discharge.
  - vii) Always complete the Waste Site Discharge Record. The Licensee shall describe the source of the waste as accurately as possible (for example septic tank waste, Ely primary school). If the Licensee has collected waste from mixed sources, the Licensee must declare each of those sources on the Waste Site Discharge Record, using additional lines where necessary.
  - viii) The Licensee shall always ensure that it identifies the correct discharge point prior to beginning to discharge any waste. The discharge point should be clearly signed. If in doubt, the Licensee should not discharge any waste and shall be required to contact a member of AWS staff at the site, or if the site is unmanned, ring the AWS Authorised Representative for advice. Any discharge other than at the correct discharge point is illegal and could result in the discharge Licence being revoked.
  - ix) Any loss or damage to AWS site access keys / cards will be reported to the AWS Authorised Representative as soon as practical and in any event within 24 hours