



Portal user guide

Submitting G/02 &
G/03 forms

The best way for you as a non-household customer to apply for Trade Effluent Consent is via your Retailer.

This document has been produced to assist Non Household (NHH) customers with completion of G/02 & G/03 trade effluent forms using an online function made available from February 2019. This guide only covers the functionality of the system not specific completion of a form.

Note – the use of the word ‘you’ refers to the NHH customer.

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Note:

G/02 forms are used for:

- **Assessing applications for trade effluent consents**
- **Assessing variations to trade effluent consents**
- **Terminating trade effluent consents**

G/03 forms are used for:

- **Assessing applications for trade effluent consents for temporary discharges lasting no more than 6 months**

How to action an application for a Trade Effluent Consent

Business scenario

When your Retailer, has instigated or reinitiated the application process for a Trade Effluent Consent and you have received an email notifying you of this.


The process will commence with the Retailer, then involve you, then back to the Retailer to submit to the service request to Thames Water.

Learning outcome

By the end of this exercise you will be able to submit an online Trade Effluent Consent service request to your Retailer.

Steps


What will you receive?

	<p>You will receive an email where you can access an online form via an URL in the content of the email – see example below</p> <p>****PLEASE DO NOT REPLY TO THIS MAIL****</p> <p>Dear Customer,</p> <p>Your Retailer, XXXXXX has instigated or reinitiated the application process for a Trade Effluent Consent.</p> <p>To proceed with the application please click on the URL listed below and when prompted to do so, enter your unique reference no.TW12345 to continue with the application process.</p> <p>http://wmsportal-uat.thameswater.co.uk/WMS/WMS-Forms/G02Customer?guid=f6c265fd-bd05-485b-b954-8f507406a7e7</p> <p>This will allow you to complete all relevant sections, allow attachments to be added (drainage plans, safety sheets etc.) and for a signature to be uploaded.</p> <p>It is possible to save your progress and if required pass to other members of your organisation by sharing the unique URL and Reference No.</p> <p>Please note that the ability to add attachments (maximum 5) is at the end of the process after the signature has been uploaded.</p> <p>On submission, an notification email will be triggered to XXXXXX, along with any attachments, for them to complete the application process on your behalf.</p> <p>Regards</p> <p>Thames Water Trade Effluent Team</p>
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Note the following points:

- Click the link to access the online form
- Make a note or copy the unique reference number as you need this to access the form
- You can save and share the form with other work colleagues, if multiple people need to complete different sections of the form
- You will need to add an image of the authorised signatories for your company
- You can add up to 5 relevant documents after submitting the form


More information on this is shown below.

	<p>Note:</p> <p>There will be a series of tabs that you will need to complete before you can submit the form to the Retailer.</p> <p>The online form is self explanatory from a functionality point of view and the validation criteria forces accurate data submission.</p> <p>Please look out for the mandatory fields as you will not be able to submit a request without completing this information.</p> <p>This guide does not take you through all elements of the form, just the functionality.</p> <p>To add a signature you first have to create a soft copy of your signature or signatures in a GIF, JPEG, JPG or PNG file type with a maximum file size of 1mb.</p> <p>Important - If you have more than one authorised signatory for your company, we require one document comprising all of the signatures to be uploaded.</p>
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What do you see when you click the link?

	<p>The screen view of the form to be completed by you. This will appear in your default browser.</p> <p>Form G/02: Trade effluent discharge notice</p> <hr/> <p>About the form </p> <p> All fields marked with required are mandatory</p> <p>Please enter Customer reference: <input type="text" value="TW12345"/>  </p> <p><small>required</small></p>
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1. Enter the customer reference which is the 'unique reference no.' from the email sent and select next. This will open up the form to complete in your default browser.
2. Alternatively you can copy and paste the link to another browser.



The screen view of the form to be completed by you

Form G/02: Trade effluent discharge notice

About the form
+

i All fields marked with *required* are mandatory

SPID:

I don't have/know my SPID

Type of application: required **Change of occupier at the consented premises (this includes any change in legal identity of the company)**

This is section 2.1

The Non-Household Customer must complete all the editable sections below except 1, 13 and 14

1. Retailer details
✓ +

2. Type of application
+

3. Details of applicant to which the application relates
+

4. Variation Information
+

5. Trade Effluent discharge description
+

6. Trade Effluent sampling and monitoring
+

7. Volume Assessment
+

8. Allowances
+

9. Information relating to health and safety
+

12. Declaration by the authorised signatory
+

13. Consent from the Retailer to contact the Non-Household Customer
✓ +

14. Declaration by the Retailer
✓ +

I have read and agree to the declaration in this form

You can upload attachments for this request after submission of the form

Save

Submit to Retailer

Completing the form

- All sections except 1, 13 & 14 should be completed. It is possible to save the form and then to share the 'url' with other colleagues, should multiple people be required to complete different parts of the form.

i **Message received on 'save'**

Message ✕

Customer Data saved successfully. Please use the link provided in the original email to amend or submit to the retailer.

Please note that before submitting to the retailer you can share this form to another person in your organisation by sharing the link and the unique reference sent in the original email.

Ok

- Section 12, 'Declaration by the authorised signatory' requires you to upload an image of the authorised signatory or signatories. For multiple signatures, we require one image of these. See example below.

How to add a signature as an attachment

i **Declaration by the authorised signatory**

12. Declaration by the authorised signatory ⊖

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

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

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

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

I acknowledge that any consent issued will be subject to public disclosure.

Please note that we allow only files of type .GIF, .JPEG, .JPG, .PNG with a maximum size of 1 mb


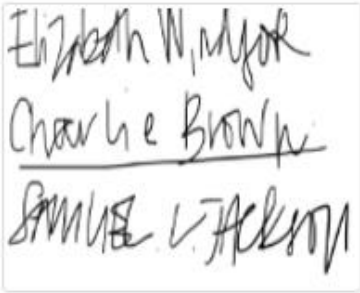
Signature
required

Browse

Please note that in the event of partnership the image must include signature from all the parties.

Q Browse

5. Click [Q Browse](#) to select the document to upload, select the file and open. Please ensure the signature can be clearly viewed when uploaded.

<p>i</p>	<p>This is the display when a single signature has been added. You can change or remove if required.</p> <p>Signature <i>required</i></p>  <p>Change Remove</p>
<p>i</p>	<p>This is the display when a multiple signature has been added. You can change or remove if required.</p> <p>Signature <i>required</i></p>  <p>Change Remove</p> <p><i>Please note that in the event of partnership the image must include signature from all the parties.</i></p>

i Even if there are multiple signatories, the fields at the bottom of part 12 only require completion by one of the signatories.

Date (dd-mm-yyyy):
required

Full name (in capitals):
required

Role in the company or job title:
required

For and on behalf of (company name):
required

Telephone number:
required

Email address:
required

6. When the form is complete, you need to submit it to your Retailer by selecting the button at the foot of the form. You also need to select the I have read and agree to the declaration in this form box. Attachments can be added after the form has been submitted. On the selection of "Submit to Retailer" the system will perform a number of validations which will highlight any fields which need amending before submission.

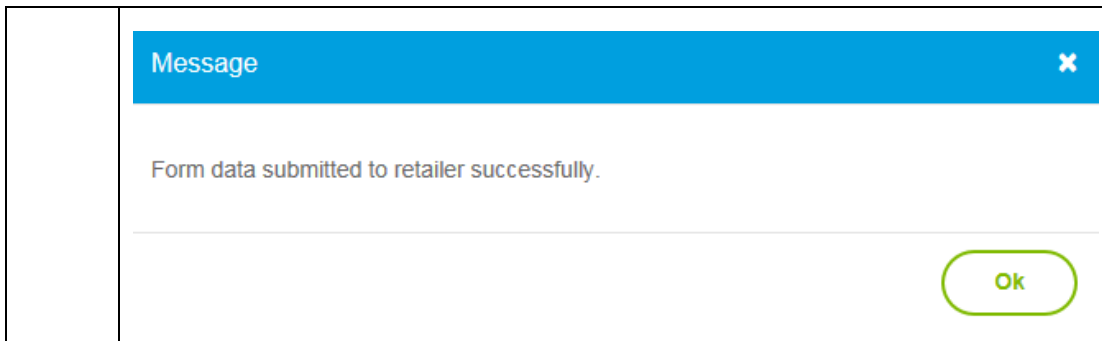
i I have read and agree to the declaration in this form

You can upload attachments for this request after submission of the form

Any mandatory fields that have not been completed or have not met the validation criteria will be highlighted when you select the 'Submit to Retailer' button.


Email address:
required
Please enter a valid email address

Amend then submit.



Note - By applying for Trade Effluent consent online, the portal will embed the signatures into a flat PDF. This removes the need to print, sign and scan a hard copy and then provide two different copies of the same form as was required previously.

How to add attachments

	<p>Note:</p> <p>Up to 5 attachments can be added to the G/02 & G/03 form and this will be done after the form has been submitted back to your Retailer.</p> <p>Files are restricted to .pdf, .doc (x), .xls (x) & .jpeg and the maximum size for an individual file is 5 MB and the total for all files is 10 MB.</p> <p>For G/02 applications it is expected that a minimum of a drainage plan is expected as well as any other pertinent information.</p>
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Example

Form G/02: Trade effluent discharge notice

About the form



All fields marked with **required** are mandatory

1

2

Please upload the supporting documents (if any) for your application

.PDF, .DOC, .XLS, .JPEG, .PNG files only. Individual file size must not exceed 5 MB. The total size of all the files must not exceed 10 MB.

1

Choose File



Browse

2

Choose File



Browse

3

Choose File



Browse

4

Choose File



Browse





5

Choose File



Browse

Finish

- Click  if you have no attachments or  to select a document to upload from your local directory.
- The document name will appear next to the document number 1 – 5. You can remove a file prior to uploading by selecting the  icon.
- When all the documents have been added, select .



Example


1	LBT.jpg		
2	Choose File		
3	Choose File		
4	Choose File		
5	Choose File		





Screen view acknowledgment received on successful upload of an attachment

Success

Files have been uploaded successfully

	<p>Example of the email that is sent to the Retailer and copied to you when submitting attachments to a G/02 or G/03 form.</p> <p>It is the Retailers responsibility to ensure these documents are then sent to Thames Water.</p> <p>****PLEASE DO NOT REPLY TO THIS MAIL ****</p> <p>Dear Retailer,</p> <p>Your Customer, x has completed the relevant sections to proceed with a Trade Effluent application.</p> <p>This email is to inform you that a new application for TW21226 is ready for submission via the Retailer Portal.</p> <p>If the customer has provided any additional information, the attachments will be present in this email. Please ensure they are attached at the end of the submission process after uploading a signature.</p> <p>A case reference number will be generated following submission once the case has been created in our internal systems. Please use this reference number for any further correspondence.</p> <p>Regards,</p> <p>Thames Water Trade Effluent Team</p>
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How to print a copy of the form

	<h2>Form G/02: Trade effluent discharge notice</h2> <hr/> <div style="background-color: #0070c0; color: white; padding: 5px; display: flex; justify-content: space-between; align-items: center;">About the form+</div> <div style="border: 1px solid #0070c0; padding: 5px; margin-top: 10px;"> All fields marked with required are mandatory</div> <div style="border: 1px solid #ccc; padding: 10px; margin-top: 10px; text-align: center;">Details submitted successfully. Please click here to print form</div>
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10. Click [click here](#) to open a copy of the form to print.



IMPORTANT

The form will show in a new tab in the web browser that you are using.

From here, you should print the form using an appropriate method e.g. right click on a mouse and select the print option.

This is the only opportunity to print a copy of the form

11. Should the form require an update by you, after the form has been submitted to the Retailer, it can be sent back to you using the same process that the form was sent in the first place. Communication of what is required will be sent by a separate email or communicated in a telephone call.
12. Update as applicable and then resubmit as detailed previously.
13. Once your Retailer submits the form to Thames Water, this enters the workflow process in the same way as the associated communications do.

Version 1.0

Publish Date: 28 February 2019

Effective from: 4 February 2019

Public