

Sent via email

Date: 20 April 2020

Dear Customer

Information about billing and payments during the Coronavirus pandemic

We circulated a previous letter dated the 9 April where we shared some regulatory messages with you. In that letter we said we would provide you with an update on charging.

We recognise the wide range of challenges Coronavirus is causing across the country and that our customers could experience financial difficulties as a result

This week we start the billing of our customers for their annual permit/licence and other charges. We need to receive this income to pay for our activities which protect the environment and people and safeguard National Infrastructure.

We absolutely recognise the added strain which coronavirus is putting on businesses and have written to all our bill paying customers to invite them to contact us to discuss payment options if they will experience difficulties in paying in a timely manner.

Our key priorities during this unprecedented time are to continue to protect the health, safety and well-being of our own people, the public and the people we work with; to prevent loss of life and protect the environment; and to keep our critical operations running. We are also working across government to support the national effort to tackle the issues we are all facing.

Whilst there are short term changes to site visits and field work to adhere to the Government restrictions, the bills that will be issued in the coming weeks cover the whole financial year. We will resume these activities when it is appropriate to do so.

Information on how we will continue to regulate

Our environmental protection work takes many forms, including site visits, advice and guidance, permitting, auditing, analysing data returns, desktop assessments and incident response.

As outlined in our previous letter, you should continue to take all reasonable steps to comply with regulatory requirements, including using contingency plans to help you. This applies to both individuals and companies.

We recognise that the consequences of the Coronavirus may mean that it is not possible for you to comply fully with your regulatory requirements for reasons beyond your control. During this exceptional period we will take account of the challenges you face in our approach to compliance assessment and enforcement. We will consider the appropriate enforcement

response to any non-compliance during this time in line with our Enforcement and Sanctions Policy.

We have published some time limited Regulatory Position Statements in relation to certain regulatory requirements. Our Regulatory Position Statement page will be kept up to date with any temporary changes to our regulation as a result of the Coronavirus outbreak: <https://www.gov.uk/government/collections/covid-19-regulatory-position-statements>. Please check regularly for any updates.

Further information on what we do and updates on how we are responding to this situation can be found on our website: <https://www.gov.uk/government/organisations/environment-agency>.

For general queries about the regulation of your site please continue to speak to your normal Environment Agency contact.

Please share this letter with anyone who might be impacted.

Yours sincerely,



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