

Dear Customer

This letter sets out how you can arrange paying for this invoice and actions you should take if you will have difficulty paying due to the impact of COVID 19. There is also more general information attached in an FAQ.

SEPA recognises the current impact from, and response to, Covid-19 on normal operating practices. As Scotland, alongside many other nations, faces a public health emergency, we will continue to focus on protecting our environment, our communities, and our people. Our work is still continuing, and we are still undertaking our regulatory activities, but in a different way to ensure we meet the government guidelines around coronavirus risks.

We understand that many businesses are experiencing significant challenges and we are offering payment terms which spread the costs through the year. Our approach has been discussed with Scottish Government to ensure it ties in with the overall approach being taken by government.

What is the best way to contact SEPA if I have any questions over the current period?

SEPA like many organisations have reduced capacity to answer calls. The best way to contact us is by email. We have identified the best email to use under each section, so you get the quickest response. We will, if requested in your email, call you back.

Difficulty in Paying due to COVID 19

We encourage all our operators to consider the potential impacts of COVID-19, including your ability to pay this invoice. If you have concerns about being able to pay, then:

- contact us by email (invoices@sepa.org.uk). We can offer payment terms to spread the costs.
- read and continue to review the most recent advice published on SEPA's website relating to the current COVID 19 Response at <https://coronavirus.sepa.org.uk/>
- read and continue to review the most recent advice on the package of measures being introduced by the Scottish Government for businesses. Further information can be found at <https://www.gov.scot/coronavirus-covid-19/> which includes information on all COVID 19 related business support available.

Making Payments

Our offices are closed in line with government guidance so we have **limited ability to** accept cheques at this time and **cannot** take payments by phone.

Instead, please pay either by BACS (with suitable reference) or online at <https://www.sepa.org.uk/contact/finance-enquiries/>. Please ensure all payments particularly by BACS clearly reference your invoice or account or permit number so we can ensure it is matched correctly. Failure to do so will cause more work for SEPA and yourself since we may have to contact you requiring further evidence for such payments.

If you are making payments using a payment plan please contact us by email on invoices@sepa.org.uk) and we will send you forms to complete and send back.

Please note the payment due is considered as statutory debt we will **not** provide Purchase Orders or complete your systems for Purchase Orders. The invoice payment is your

responsibility and non-payment citing that we have not used a Purchase Order is not a legal defense and we will send such debt to our debt collectors.

Changing to Email Invoicing

If you have received this letter by post, we request you contact us providing us with an email address that can be used for future correspondence including billing. This is best done emailing invoices@sepa.org.uk stating clearly your account / permit number and giving us a contact telephone number which we can clarify any questions we may have. Ideally the email you provide should be one where a post holder responsible for paying has access rather than a specific person's email address (this causes issues when there is a change of person, or the person leaves an organisation).

The use of emails has big benefits in reducing paper use, generation of waste and postage costs.

Contacting SEPA more Generally About Your Permit

If the site is no longer yours or the activities have changed then please contact charging@sepa.org.uk which goes direct to the permitting unit who maintain this information.

If you have any questions about your permits, licenses and/or site management, please contact your usual SEPA contact or team email mailbox.

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