

YOUR 2022-2023 INVOICE EXPLAINED AND FAQ'S

To help you understand why SEPA has invoiced you and provide you with answers to frequently asked questions regarding invoices.

How do I pay my invoice?

We can take payments by BACS, online at <https://webpayments.sepa.org.uk> or by cheque. Currently we are unable to take card payments over the phone.

If paying by BACS clearly reference your invoice, account, or permit number so that we can ensure it is matched to your account correctly.

To arrange a payment plan please contact SEPA at invoices@sepa.org.uk.

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

SEPA like many organisations have reduced capacity to answer calls. Many of our offices remain closed though will begin opening over the coming year. The best way to contact us is by email. We have identified the best email to use under each section so that you get the quickest response. We will, if requested in your email, call you back.

Why have I received an invoice?

SEPA raises invoices to recover the costs it incurs regulating, monitoring, and reporting the environmental impact of operators' activities as part of our statutory duty. These costs are referred to as subsistence costs and we are required to recover these costs from authorisation holders. This invoice is for annual subsistence charges related to your authorisation.

Spreading the cost of the invoice by a monthly standing order, who do I contact?

We are able to offer payment plans, by standing order, to help spread the cost of your annual charges over 6 months of the year starting from on or before the invoice due date. If you would like more information please contact at invoices@sepa.org.uk.

Why have my charges changed from 2021-22?

We have applied an inflationary increase to 2021/22 charges to arrive at the 2022/23 charges. This increase is included in the regulatory and environmental component of the charge. Your charges may also be impacted by applications for temporary cessation, or it was only started operations part way through a year. If you have a query, please contact charging@sepa.org.uk

Which site does it relate to?

Your invoice should contain the site detail. This is located in the **Your reference** section on the invoice. Please contact SEPA at charging@sepa.org.uk if the description does not have enough detail to clearly identify the site, or if this information is incorrect.

No one told me about SEPA charges when I bought the site/farm/premises, and the previous owner is no longer here.

It is the purchaser's responsibility to check for any authorisation(s) that are held or should be held. Some authorisations (licences) apply to premises while others are to an individual or company. Non-payment of charges may mean you are operating illegally.

I am not carrying out the activity so why do I need to pay charges?

If you have stopped the authorised activity, or do not intend to operate for a lengthy period, you should contact relevant Permitting team (Water, Waste & Pollution charging@sepa.org.uk; Reservoirs reservoirs@sepa.org.uk; Radioactive Substances RS_enquiries@sepa.org.uk; Emissions Trading Scheme emission.trading@sepa.org.uk) to discuss the authorisation surrender process. Information is also available on the SEPA website. Charges will cease from the date the surrender process is completed. For charging@sepa.org.uk

My licence has been surrendered or revoked. Why do I still need to pay?

If you have applied for a surrender or revocation and have still received an invoice, please contact the relevant Permitting team (Water, Waste & Pollution charging@sepa.org.uk; Reservoirs reservoirs@sepa.org.uk; Radioactive Substances RS_enquiries@sepa.org.uk; Emissions Trading Scheme emission.trading@sepa.org.uk) to ensure that the application has been received and processed through our systems.

I was expecting to be notified in advance of invoicing so I could apply for temporary cessation reduction of charges?

Applications for temporary cessation should have been made already. The [normal rules](#) under section 6.11 of the charging guidance apply. If you have any queries on this area, then they should be sent to charging@sepa.org.uk.

Why have I received an invoice when I have applied for a Mothballed/Fallow (non-operational) Exemption?

If you have applied for a mothballed/fallow exemption you will have received an invoice for 15% of the annual activity charge for the period. If the reduction is not shown, then please contact charging@sepa.org.uk.

There are many permits that cover activities that go through periods when they do not operate (for example fallow fish farms and irrigation permits) although ongoing work is still required for these licences.

There is a minimum of 6 months (12 months for irrigation or other seasonal licences¹) and a maximum of 2 years that can be mothballed at a time, although a further application to mothball a site can be made prior to the expiry of the previous one. Please see https://www.sepa.org.uk/regulations/authorisations-and-permits/application-forms/#fee_waiver/ for further information.

Why have I received an RSA related invoice?

All RSA permits are being transitioned over to the new Environmental Authorisations (Scotland) Regulations (EAS) permits. If the invoice you have received refers to the RSA permit, please contact SEPA at invoices@sepa.org.uk. You will subsequently receive a new EAS invoice and any adjustments relating to the invoice value will be dealt with at the same time.

I require a purchase order for this invoice, who do I contact?

The invoice is described as a statutory debt, this is any debt, other than debts relating to taxes that may be owed to a statutory body such as a government department, local authority, or court. We are issuing the invoice for this type of debt. We are NOT providing a service, we are undertaking our statutory duties and recovering our costs therefore no purchase order is required.

¹ A seasonal licence is where the permit restricts which months that the activity is permitted. For example many irrigation licences are only allowed to abstract from April through to October.

The information on my invoice is incorrect, who do I contact?

If you have recently applied for a change (within the last few months) this may not have been reflected in this invoice since it was generated earlier in the year. We will be running an update so you may get a corrected invoice in the next few weeks reflecting any changes.

However, if you want to check, or you think that any of the information on the invoice is incorrect, in the first instance please contact SEPA at invoices@sepa.org.uk. They will record the issue and pass on to the appropriate SEPA contact.

Non-payment of an invoice

For this year's invoices our non-payment fee will be waived. Normally if an invoice is not paid within 30 days of the invoice date, or a payment plan has not been agreed by the payment date, you may be charged a late payment fee of £50. To arrange a payment plan please contact SEPA at invoices@sepa.org.uk.

Where can I find out more information on Charging Schemes?

The charging scheme section of the SEPA website details how we interpret and apply charges.

<https://www.sepa.org.uk/regulations/authorisations-and-permits/charging-schemes/charging-schemes-and-summary-charging-booklets/>

For information on accessing this document in an alternative format or language please contact SEPA by email at equalities@sepa.org.uk

If you are a user of British Sign Language (BSL) the Contact Scotland BSL service gives you access to an online interpreter enabling, you to communicate with us using sign language.

<http://contactscotland-bsl.org/>

www.sepa.org.uk

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