

Introduction

On 1st April 2010, LLW Repository Ltd will implement the Waste Services Contract. This is a common contractual agreement for all of our Customers that provides access to LLW Repository Ltd's Waste and Packaging Services. This new contract replaces both the current Low Level Waste Disposal Agreement and the Container Supply Contract.

The Waste Services Contract will introduce new Waste Acceptance Criteria and Waste Acceptance Procedures for all services. These arrangements replace the current Conditions for Acceptance and the suite of D Forms.

Website Update

To support the introduction of the new arrangements, LLW Repository Ltd has updated the Customer pages of its website: www.llwrsite.com to include the new Waste Acceptance Criteria and Waste Acceptance Procedures including all relevant Forms. The website still retains links to superseded documents that support the Transition Plan such as the Conditions for Acceptance. The new Forms are provided in Microsoft Word[®] or Excel[®] Formats to allow submission of draft Forms by e-mail to: customerteam@llwrsite.com

Consigning Waste

We have received Waste Forecasting Forms and Work in Progress information from many Customers and we are processing these now and will issue replies by 31st March 2010. However, please note, that following expiry of the current Low Level Waste Disposal Agreement between LLW Repository Ltd and your company on 31st March 2010, we will be unable to accept any waste consignments from your company until we have received the signed Waste Services Contract.

Customer Training

LLW Repository Ltd is continuing its free training programme for Customers to support the introduction of the Waste Services Contract. We are holding training workshops in the following locations over the next few months:

- 14th April 2010 – London – Hilton Euston
- 20th May 2010 – Penrith – Rheged (as part of LLW Repository Ltd's Customer Day)

If you would like to attend either of these workshops, please let us know as soon as possible.

Customer Support

Finally, we are introducing dedicated Customer contacts within the Customer Team who are aligned with specific Customers. We hope this will allow us to provide a more effective service that meets your needs. The table of Primary Customer Contacts and the Customers they cover are detailed at the back of this Customer Notice. Please use these contacts as your first port of call for all waste services queries. They are supported by a full network of Primary Service Specialists who can provide additional input on specific subjects such as waste characterisation, waste treatment or disposal, waste packaging and service pricing. Full contact details for the Customer Team can be found on our website.

Further Information and Questions

If you would like any more information or have any questions regarding the implementation of the Waste Services Contract, then please either send an e-mail to: customerteam@llwrsite.com or call Jonathan Evans, Service Manager on 01946 722044.

Primary Customer Contacts:

Company	Primary Customer Contact	Secondary Customer Contact
Sellafield Operations	Jill Douglas	Helen Tattum
Sellafield Decommissioning	Helen Tattum	Jill Douglas
Capenhurst	Jill Douglas	Helen Tattum
Magnox North	Howard Falconer	Damian Seath
Magnox South	Howard Falconer	Damian Seath
Research Sites Restoration	Damian Seath	Howard Falconer
Springfields Fuels	Jill Douglas	Helen Tattum
Ministry of Defence	Damian Seath	Howard Falconer
Babcock Marine (Devonport)	Damian Seath	Howard Falconer
Babcock Marine (Rosyth)	Damian Seath	Howard Falconer
British Energy	Howard Falconer	Damian Seath
GE Healthcare	Damian Seath	Howard Falconer
Other Customers	Damian Seath	Howard Falconer

Jill Douglas - Service Support Team

 e-mail: [Jill Douglas](mailto:Jill.Douglas@llw.co.uk)

tel: 01946 722272

Damian Seath - Service Support Team

 e-mail: [Damian Seath](mailto:Damian.Seath@llw.co.uk)

tel: 01946 722273

Howard Falconer - Service Support Team

 e-mail: [Howard Falconer](mailto:Howard.Falconer@llw.co.uk)

tel: 01946 722274

Helen Tattum - Service Support Team

 e-mail: [Helen Tattum](mailto:Helen.Tattum@llw.co.uk)

tel: 01946 722271

Primary Service Specialists:

Service	Primary Service Specialist	Service Support Team Lead
Support Services:		
Waste Characterisation	Richard Hunter	Jill Douglas
Waste Analysis	Richard Hunter	Jill Douglas
Waste Fingerprinting	Richard Hunter	Jill Douglas
Waste Assessment	Richard Hunter	Damian Seath
Treatment Services:		
Metallic Waste	Steve Fraser	Damian Seath
Combustible Waste	Steve Fraser	Howard Falconer
Supercompactable Waste	Steve Fraser	Jill Douglas
Disposal Services:		
Low Level Waste	Michael Gracey	Damian Seath
Very Low Level Waste	Michael Gracey	Helen Tattum
Exempt Waste	Michael Gracey	Jill Douglas
Soil Remediation	Michael Gracey	Helen Tattum
NORM Waste	Michael Gracey	Helen Tattum
Hazardous Waste	Michael Gracey	Howard Falconer