

1. Introduction

LLW Repository Ltd has today issued the first amendment to the Waste services Contract following consultation with Customers. This is an important change as it introduces the new Combustible Waste Treatment Service along with a series of other improvements. This Customer Notice is intended to support the publication of the contract amendment.

2. Deed of Amendment

The Deed of Amendment has been posted to the relevant Customer Representative for each company along with a letter detailing the necessary actions to approve the contract amendment. The amendment comes into effect on the 1st January 2011. We would appreciate it if you can now approve and return the Deed of Amendment to us as soon as possible.

3. Customer Comments

Thanks to all Customers who contributed to our consultation on Amendment Number 1. We have compiled a list of comments and our responses and published this on our website alongside Track Changes copies of those documents that have changes significantly since first being published in draft in November 2010.

Overall, there have been some great suggestions that we have included in the final Version 2.0 suite of documents. We have been able to accept or simply resolve over 85% of the comments. As detailed below, there was one major area of concern for Customers regarding the new Waste Forecasting Form.

The Track Changes documents and the Responses to Comments Spreadsheet can all be found on our website using this link:

<http://www.llwrsite.com/customers/waste-services-contract/contract-amendment>.

4. Waste Forecasting Form

Under the contract amendment, we have introduced Version 2.0 of the Waste Forecasting Form that includes Customers providing us with details of all waste routes that they plan to use including those outside the services provided by LLW Repository Ltd through the Waste Services Contract. In addition, we are also asking for information on the actual use of all of waste routes.

This change has caused some concern amongst Customers in the comments we have received. We have thought very hard about alternative options to this data request and consulted with the Nuclear Decommissioning Authority but have not found a suitable alternative to allow us to fulfil our requirement to demonstrate to key stakeholders and regulators that the National Low Level Waste strategy is being successfully implemented by developing a complete national picture of the waste routes being used by the nuclear industry. As previously stated, this information is also vitally important in securing the future of Vault 9 for disposal, as we are obliged to demonstrate that Customers are using alternative waste treatment and disposal options where possible.

We wish to allay any fears on how we intend to use this information. This data is not to be used to name or shame any individual Customers against their use of alternative treatment or disposal options, nor will it be used by LLW Repository Ltd to target those Customers who are either not using alternative treatment or disposal services or aren't using LLW Repository Ltd's services. This data will only be used anonymously to provide an overall picture of how the industry is segregating its waste. This is intended to be a good news story to demonstrate how effectively we are all applying the Waste Hierarchy and meeting the strategic objectives. We are gathering this

data on behalf of the Nuclear Decommissioning Authority, as the body tasked with implementing the National Low Level Waste strategy and the owner of the Low Level Waste Repository.

We have made some changes to the Form itself to make this task easier. We have removed the requirement to provide details of the actuals through LLW Repository Ltd as we accept that we already have this data. We have also removed the requirement to report a monthly breakdown of non-LLW Repository Ltd routes. The Form only now requires an annual summary of usage. We hope these changes reduce the burden on Customers.

There have been some requests for us to remove this requirement all together. The Waste Services Contract states that we are working together to further the aims of the National Low Level Waste strategy and this is a key data requirement to support that commitment. We hope that with the changes we have made to simplify the Form that Customers will now accept our final position on this topic.

5. Website

Our website has now been fully updated to include the Version 2.0 suite of documents. They can be found within the relevant pages of the Customer Section of our website. Please ensure that wherever possible, you try to use the latest version of the Form, subject to the transitional arrangements detailed below. We have provided a dedicated page just for Customer Forms: <http://www.llwrsite.com/customers/customer-forms>

6. Implementation and Transition

As with the introduction of the Waste Services Contract, we propose to adopt a pragmatic approach to moving from Version 1.0 to Version 2.0 documentation under the contract amendment. On this basis, we will allow Customers to use either version of the documentation until 31st March 2011 to minimise the impact on existing waste consignments and to allow time for Customers to incorporate any changes required in their management systems.

7. Waste Enquiry Forms

We have had a lot of interest from Customers regarding the new Combustible Waste Treatment Service. If you would like to obtain a quotation for combustible waste, please feel free to complete and submit the Version 2.0 Waste Enquiry Form now.

8. Future Changes

We continue to work on establishing Very Low Level Waste Disposal Services, Waste Characterisation Services and Transport Services. At this point in time, we anticipate that the next amendment to the Waste Services Contract that will introduce these services will need to be implemented around July 2011. We will consult with Customers in advance of any changes.

Further Information and Questions

If you would like any more information or have any questions regarding this Customer Notice, then please either send an e-mail to: customerteam@llwrsite.com or call Jonathan Evans, Service Manager on 01946 722044.

Distribution List

We have distributed this Customer Notice to the following people, as nominated in your Company's Customer Contact Details Form (Reference: WSC-FOR-CON):

- All Nominated Representatives

If you need to update contact details, please submit a revised Contact Details Form: <http://www.llwrsite.com/customers/customer-forms>