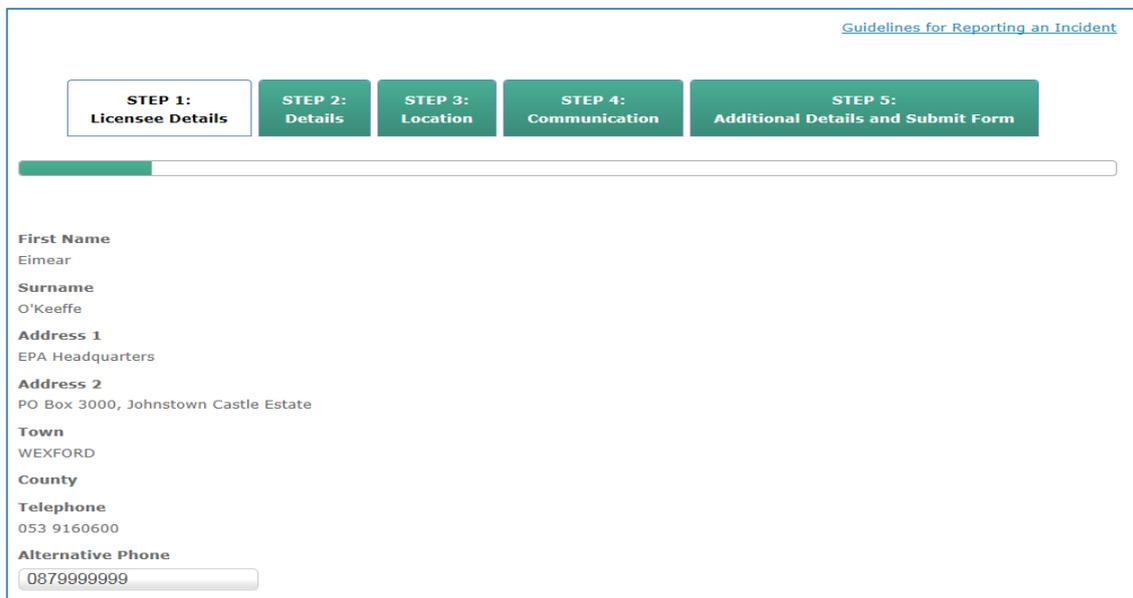


Guidance for Licensees/CoA holders on filling out the necessary information on the Incident Report Form on EDEN/ALDER

The aim of this guidance document is to provide guidance to licensees/CoA holders on providing the necessary information on the Incident form through EDEN/ALDER, to those dealing with environmental incidents to ensure that the Agency can respond promptly and effectively, and relay the appropriate level of communication to stakeholders. This document is a step-by-step guide to filling out the incident form on EDEN/ALDER. This guidance should be read in conjunction with the Agency's "[Guidance to Licensees/CoA holders on the Notification, Management and Communication of Environmental Incidents](#)" published in 2010 and the Agency's "[Guidance for licensees on types of incidents that should be reported to the EPA](#)", published in 2012, which are available on the EPA website.

Step 1: Licensee Details

- Fill in the required information
 - First Name
 - Surname
 - Address 1
 - Address 2
 - Town
 - County
 - Telephone
 - Alternative Telephone (please provide the most appropriate telephone number that you may be contacted on if required)



The screenshot shows the 'Guidelines for Reporting an Incident' form. At the top right is a link: [Guidelines for Reporting an Incident](#). Below this is a progress bar with five steps: STEP 1: Licensee Details (highlighted in green), STEP 2: Details, STEP 3: Location, STEP 4: Communication, and STEP 5: Additional Details and Submit Form. The form fields are as follows:

First Name Eimear
Surname O'Keefe
Address 1 EPA Headquarters
Address 2 PO Box 3000, Johnstown Castle Estate
Town WEXFORD
County
Telephone 053 9160600
Alternative Phone <input type="text" value="087999999"/>

Figure 1: Step 1 Example

Step 2: Details

- **Description of Incident** – give as much information as possible in this field. The following information should be provided here, as a minimum:
 - Details about the type of plant and the level of treatment provided at the plant.
 - Details on the design capacity and total population equivalent (p.e.) loading at the plant.
 - When you are reporting an incident at a CoA, the licensee shall confirm whether sufficient capacity is available within the waste water works as is necessary to ensure that there is no environmental risk posed to the receiving environment as a result of the discharge(s), in accordance with Condition 1.5 of the CoA.

- **Incident Category** – select a category from 1 – 5, where 1 is “Minor” and 5 is “Catastrophic”. The table below is an extract from the Agency’s “Guidance to Licensees/COA holders on the Notification, Management and Communication of Environmental Incidents”, which you should refer to when classifying environmental incidents.

Table 1 – Environmental Impact Assessment Criteria

Ranking	Classification	Impact on the environment
1	Minor	<ul style="list-style-type: none"> • No contamination, localised effects • Minor effect on air quality as evidenced by dust or odour complaint(s) • ELV breeches • An emission which does not comply with the requirement of the licence/CoA (A pattern of repeated minor incidents should be taken into account when considering the level of response)
2	Limited	<ul style="list-style-type: none"> • Simple contamination, localised effects of short duration • Local limited impact to water, land and air • Notification to and short term closure of potable water extractors required
3	Serious	<ul style="list-style-type: none"> • Simple contamination, widespread effects of extended duration • Significant effects on water quality • Major damage to an ecosystem (e.g. significant impact on fish population) • Longer term closure of potable water extractors • Significant reduction in amenity value • Significant Damage to agriculture or commerce • Significant Impact on man
4	Very Serious	<ul style="list-style-type: none"> • Heavy contamination, localised effects of extended duration
5	Catastrophic	<ul style="list-style-type: none"> • Very heavy contamination, widespread effects of extended duration

- **Approximate Start of Incident?** – Provide date and time
- **First Noticed** – Provide date and time
- **Still ongoing?** – Select “Yes” or “No”
- **New or recurring incident?** – Select “New” or “Recurring”. You should note that “recurring” should be selected if, for example, a similar incident occurred in the last year.

- **Incident Nature** - select a value from the list provided. The licensee/CoA holder should select a value apart from “other” where possible. If “other” needs to be used you will need to populate the field “Other Incident nature”. You are required to give as much information possible in this field so the EPA inspector receives sufficient information to assess the incident report effectively.

- **Impact of Incident on Environment** - Details regarding the impact of the receiving environment, to include supporting information i.e. upstream and downstream monitoring data/EPA monitoring data/Q-value/small streams risk score should be included here. Provide an interpretation of the monitoring results and determine if the discharge(s) from the WWTP is/are causing an adverse impact on the receiving environment. You may need to upload a document containing the aforementioned information.

- **Uncontrolled release to receptors** – select a value from those provided. If, for example, the discharge is going to water select “Water”, if going to ground select “Ground”. The value “No uncontrolled release” only applies in circumstances where no discharge has taken place e.g. a spill of chemical within a bunded area, where there was no uncontrolled release. You may select more than one receptor here and you are required to select all receptors that apply.
- **Details of vulnerable receptors** – provide details of the receptor and specify if the discharge from the WWTP is going to surface water/groundwater etc. Give the name of the receiving water if applicable and details of any vulnerable receptors e.g. drinking water abstraction point downstream/designated SAC/designated pearl mussel body etc. in this box.

- **Likely Cause** – select a value from the drop down menu. The licensee/CoA holder should select a value apart from “other” where possible. If “other” needs to be used you will need to populate the field “Other Likely Cause” with as much information as possible so the EPA inspector receives sufficient information to assess the incident report effectively. You should also note here that “Adverse Weather” should only be used for extreme weather events such as freezing, snow or in heavy rainfall such as that described in the Met Eireann orange or red alert.

[Guidelines for Reporting an Incident](#)

STEP 1:
Licensee Details

STEP 2:
Details

STEP 3:
Location

STEP 4:
Communication

STEP 5:
Additional Details and Submit Form

Description of Incident*

ELV exceedence of BOD.
WWTP provides secondary conventional activated sludge treatment and has design capacity of 4,000pe versus load of 5,745. The WWTP is overloaded. There is not sufficient capacity available within the waste water works as is necessary to provide appropriate treatment.

Incident Category* IMPORTANT please refer to guidance [?]

- Category 1
- Category 2
- Category 3
- Category 4
- Category 5

Approximate start of incident?[?]*

03/04/2014 15:00

First noticed*

03/04/2014 15:01

Still ongoing?*

- Yes No

New or recurring Incident?*

- New
- Recurring

Incident nature*

- Explosion
- Fire
- Spillage
- Odour
- Breach of ELV
- Monitoring Equipment offline
- Trigger Level Reached
- Uncontrolled Release
- Other

Impact of Incident on Environment* [?]

Ambient monitoring was completed and upstream BOD levels are 5mg/l versus downstream levels of 10mg/l which indicates that the discharge from the WWTP is having an effect on the receiving waters. The river has been measured as Q3 downstream, which is less than good status. A table of monitoring results is attached.

Uncontrolled release to receptors*

Select all that apply

- Air
- Sewer
- Water
- Ground
- No Uncontrolled Release

Figure 2: Step 2 “Details” Example

Step 3: Location

- **Discharge Point**
 - *Is the incident located at a specific Licenced discharge point?* – select “Yes” or “No”.
 - When “Yes” is selected and the discharge occurred at a licenced emission point, the licensee shall select a value from the drop down menu “Select Discharge Point”. At this point, a pop-up box comes on screen which prompts you to add details regarding the ELV. Multiple ELVs can be entered at this point.

Figure 3: Step 3 “Location” Example – when discharge occurs at a licenced discharge point

- When “No” is selected and the discharge occurred at a point that is not specified in the licence/CoA, the details of the discharge location should be entered into the “Incident location description” field as illustrated in Figure 4 below.

Guidelines for Reporting an Incident

STEP 1: Licensee Details STEP 2: Details STEP 3: Location STEP 4: Communication STEP 5: Additional Details and Submit Form

Discharge Point* [?]
Is the incident located at a specific Licence discharge point?
 Yes No

Incident location description*
Please describe the location of the incident

The discharge from the WWTP is going to River X, via point Y, which is not a specified discharge point in the licence. The discharge point and receiving water is illustrated on the attached map.

< Back NEXT >

Figure 4: Step 3 “Location” Example – when a discharge does not occur at a licenced discharge point

Step 4: Communication to Date

- ***EPA notified by phone?***
- ***Local authorities notified?***
- ***Inland Fisheries notified?***
- ***Other Agencies/Bodies/Persons contacted?***

The licensee shall provide information as required. Give details of communications with each organisation, including the date and time; contact name; and contact details.

WWDLs require notification, for discharges to water, to the Fisheries and to the relevant downstream Water Services Authority.

CoAs require notification for discharges to water, to the Department of Agriculture, Food and the Marine, and the relevant downstream Water Services Authority.

In the instance where the incident could have an impact on bathing waters, the relevant Local Authorities should also be notified.

The screenshot displays the 'STEP 4: Communication' stage of an incident report form. A modal window titled 'Add new Local Authority' is overlaid on the form. The modal contains the following fields:

- Name***: A dropdown menu with the text 'Please select local authority...'
- Date and time***: A text input field.
- Contact name***: A text input field.
- Contact details***: A text input field.

At the bottom of the modal are 'Add' and 'Cancel' buttons. The background form shows several notification sections with radio buttons for 'Yes' and 'No':

- EPA notified by phone?***: Radio buttons for Yes and No (No is selected).
- Local authorities notified?***: Radio buttons for Yes and No (Yes is selected). A blue plus icon with an asterisk is visible below.
- Inland Fisheries notified?***: Radio buttons for Yes and No (No is selected).
- Other Agencies/Bodies/Persons contacted?***: Radio buttons for Yes and No (Yes is selected). A blue plus icon with an asterisk is visible below.

Navigation buttons include '< Back' at the bottom left and 'NEXT >' at the bottom right. A link for 'Guidelines for Reporting an Incident' is located in the top right corner.

Figure 5: Step 4 “Communication” Example

Step 5: Additional Details and Submit Form

- **Activity in Progress at time of Incident** – give details of the activities in progress at the time the incident occurred. This should include any information regarding normal/abnormal activities that were occurring at the time the incident occurred, or in the time leading up to the incident which may have contributed to the incident occurring.
- **Corrective Actions taken**– provide sufficient details of the corrective actions completed to stop the incident. Details of the date and time that the corrective action was completed/will be completed should also be provided. Multiple corrective actions may be populated here.
- **Preventative Actions taken** – provide details of the preventative actions that will/have been carried out. In addition, details of the **Target Date** for the preventative actions to be carried out should be included at this point.
- **Likelihood of Reoccurrence** – select high, medium or low from the list provided.
- **Document upload** – Upload additional correspondence, monitoring results, photos etc. at this point.
- **Other relevant information** - The licensee shall provide any additional, relevant information required for effective assessment of the incident in this field.

[Guidelines for Reporting an Incident](#)

STEP 1:
Licensee Details

STEP 2:
Details

STEP 3:
Location

STEP 4:
Communication

STEP 5:
Additional Details and Submit Form

Activity in progress at time of incident * [2]

Normal activities were occurring at the time of the incident, however, desludging occurred two hours before sample was taken and analysed.

Corrective Actions taken *

+

Preventative Actions to be taken *

+

Likelihood of Recurrence *

High
 Medium
 Low

Document upload - e.g. Photos. Name all documents appropriately

Upload files

Other relevant information

< Back
Cancel
SUBMIT

Figure 6: Step 5 “Additional Information and Submit Form” Example

Updating the Incident

The licensee is expected to report the incident fully and correctly when the notification is first made to the Agency. However, there will be occasions where an update to the original notification is required to be added to the incident record. The licensee may go back into the original incident record and add the information through the following six fields:

- i. **Impact on the Environment.** Where the impact on the environment varies to what was initially thought; the licensee may amend details of the impact on the environment.
- ii. **Still On-going?** This field may be amended where the incident was on-going at the time of initial notification and has since stopped (e.g. spillage).
- iii. **Finish Date/Time** - (see point (ii) above).

- iv. **Corrective and Preventative Actions.** This provides for additional actions to be added. Existing actions cannot be changed or deleted.
- v. **Document upload.** Documents or files (e.g. photographs) can be added to the incident record. Previously loaded files cannot be removed or modified.
- vi. **Notes.** A new note can be added to the record. Previously added notes cannot be deleted or changed. The licensee should use the “Notes” box to update information in relation to fields that are not available for direct update. In this instance, it may be necessary for the EPA inspector to change a field on the EPA’s LEMA (Licencing, Enforcement, Monitoring and Assessment system) incident record, upon consideration of the incident update.