

From: [REDACTED]
To: [REDACTED]
Subject: RE: AWRP Permit Variation Application - EPR/KP3808PN/V003
Date: 30 April 2026 13:13:49
Attachments: [image001.png](#)
[image002.png](#)
[Outlook-s3swwvy5.png](#)

Thank [REDACTED] I'll let our IT dept know.

[REDACTED]



From: [REDACTED]
Sent: 30 April 2026 12:55
To: [REDACTED]
Subject: RE: AWRP Permit Variation Application - EPR/KP3808PN/V003

Hi [REDACTED]

Ive had a few emails to you sent back by Thalia postmaster so issue could be at both ends ?

From: [REDACTED]
Sent: 30 April 2026 12:30
To: [REDACTED]
Subject: Fw: AWRP Permit Variation Application - EPR/KP3808PN/V003

Hi [REDACTED],

Please see below.

The application can't seem to get through to the PCS email. I have checked with our IT, and it seems to be an issue at your end? See snapshot below.

Have you received the application? If so, please can you provide an alternative email address? Or forward on our application to the relevant person?

Thanks,

[REDACTED]



From: postmaster@defra.gov.uk <postmaster@defra.gov.uk>
Sent: Thursday, April 30, 2026 12:12
To: PCS@environment-agency.gov.uk <PCS@environment-agency.gov.uk>
Subject: Undeliverable: AWRP Permit Variation Application - EPR/KP3808PN/V003

You don't often get email from postmaster@defra.gov.uk. [Learn why this is important](#)

PRDDWPEXCSR1602.DT2.local rejected your message to the following email addresses:

PCS@environment-agency.gov.uk (PCS@environment-agency.gov.uk)

Something went wrong and your message couldn't be delivered. This could be a temporary issue. Try resending the message in a few minutes. If that doesn't work, forward this message to your email admin.

For Email Admins

The message couldn't be delivered because a mail routing loop was encountered. This may be due to a routing misconfiguration in the mail flow settings for either your organization or the recipient organization. If mail flow settings were recently updated, this error may be temporary.

Check the message headers in the section below to determine where the loop may be occurring and if it's something you or the email admin for the recipient organization can fix.

For more information, see [Error code 5.4.12 in Exchange Online and Office 365](#).

PRDDWPEXCSR1602.DT2.local gave this error:

SMTP; Hop count exceeded - possible mail loop detected on message id
<CW1P302MB20750D3A7770DCEFC86A4145CC2352@CW1P302MB2075.GBRP302.PROD.OUTLOOK.COM>

Diagnostic information for administrators:

Generating server: AM9PR05MB8632.eurprd05.prod.outlook.com

PCS@environment-agency.gov.uk

PRDDWPEXCSR1602.DT2.local

Remote server returned '554 5.4.12 SMTP; Hop count exceeded - possible mail loop detected on message id
<CW1P302MB20750D3A7770DCEFC86A4145CC2352@CW1P302MB2075.GBRP302.PROD.OUTLOOK.COM>'

Original message headers:

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[illegible]

[illegible]

[REDACTED]

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The information within this email and any attachments may have confidential or privileged information and are only for use of the recipient(s).

If you are not the intended recipient, you are on notice that any use, distribution or copying of this email or accompanying attachments is not allowed. If you received this email in error, we apologise and ask that you let us know immediately. We also ask you delete all copies of this email and accompanying attachments. Email does not guarantee the confidentiality, completeness or proper receipt of the messages sent and is susceptible to alteration.

Please note: e-mail communications may be monitored by us, as permitted by law and regulations. This includes scanning emails for computer viruses. We do not accept any liability for losses that result from malicious correspondence or a computer virus. The recipient must ensure that the e-mail (and attachments) are virus free. For information about how we process data and about how subject rights can be exercised is available on our website here <https://thalia.co.uk/cookie-and-privacy-notice/>.

Information in this message may be confidential and may be legally privileged. If you have received this message by mistake, please notify the sender immediately, delete it and do not copy it to anyone else. We have checked this email and its attachments for viruses. But you should still check any attachment before opening it. We may have to make this message and any reply to it public if asked to under the Freedom of Information Act, Data Protection Act or for litigation. Email messages and attachments sent to or from any Environment Agency address may also be accessed by someone other than the sender or recipient, for business purposes.