

This form will report compliance with your permit as determined by an NRW officer

Site	Port Talbot Steel Works	Permit Ref	BL7108IM		
Operator/Permit holder	Tata Steel UK Limited				
Regime	Installations				
Date of assessment	30/06/2018	Time in	N/A	Out	N/A
Assessment type	Check Monitoring/Sampling				
Parts of the permit assessed	3 Emissions and Monitoring; 4 Information				
Lead officer's name	Cowie, Douglas				
Accompanied by					
Recipient's name/position	Claire Grainger/ Environment Manager	Date issued	03/04/2019		

Section 1 – Compliance Assessment Summary

This is based on the requirements of the permit under the Environmental Permitting Regulations or the licence under the Water Resources Act 1991 as amended by the Water Act 2003. A detailed explanation is captured in "Compliance Assessment Report Detail" (Section 2) and any actions you may need to take are given in the "Action(s)" (section 4). This summary details where we believe any non-compliance with the permit has occurred, the relevant condition and how the non-compliance has been categorised using our Compliance Classification Scheme (CCS). CCS Scores can be consolidated or suspended where appropriate, to reflect the impact of some non-compliances more accurately. For more details of our CCS scheme, contact your local office.

Permit conditions and compliance summary	CCS Category	Condition(s) breached
A1 - Specified by permit	A	
C2 - General Management - Management system and operating procedures	A	
E1 - Emissions - Air	C3	3.1.2 Emissions to air
	C3	3.1.2 Emissions to air
	C3	3.1.2 Emissions to air
	C3	3.1.2 Emissions to air
	C3	3.1.2 Emissions to air
	C3	3.1.2 Emissions to air
	C3	3.1.2 Emissions to air
	C3	3.1.2 Emissions to air
E3 - Emissions - Surface water	C3	3.1.2 Emissions to water
	C3	3.1.2 Emissions to water
	C3	3.1.2 Emissions to water
G1 - Monitoring and Records, Maintenance and Reporting - Monitoring of emissions and environment	A	
G2 - Monitoring and Records, Maintenance and Reporting - Records of activity, site diary/journal/events	A	
G4 - Monitoring and Records, Maintenance and Reporting - Reporting and notification to Natural Resources Wales	X	

KEY: See Section 5 for breach categories, suspended scores will be indicated as such.

A = Assessed or assessed in part (no evidence of non-compliance), **X** = Action only,

O = Ongoing non-compliance, not scored.

Number of breaches recorded	11	Total compliance score (see section 5 for scoring scheme)	44
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If the Number of breaches recorded is greater than zero, please see Section 3 for our proposed enforcement response

Section 2 – Compliance Assessment Report Detail

This section contains a report of our findings and will usually include information on:

- The part(s) of the permit that were assessed (eg. Maintenance, training, combustion plant, etc)
- Where the type of assessment was 'Data Review' details of the report/results triggering the assessment
- Any non-compliances identified
- Any non-compliances with directly applicable legislation
- Details of any multiple non-compliances
- Information on the compliance score accrued inc.
- Details of advice given
- Any other areas of concern
- Any actions requested
- Any examples of good practice
- A reference to photos taken

Site description

Tata Steel UK Ltd (Tata Steel) operates an integrated iron and steel works at Port Talbot, Neath Port Talbot. The site is permitted as an installation under the Environmental Permitting Regulations (EPR). Tata Steel has several defined industrial processes which are carried out sequentially across the installation to convert raw iron ores and coal to semi-finished (slab) and finished steel products (such as hot rolled, pickled and oiled, cold rolled and annealed steel). The permit also covers coke making and the reception, stockpiling and blending of raw iron making materials. Four other companies – Cambrian Stone, Harsco Metals, Runtech and ICL – are contracted to undertake their own permitted activities at the steelworks on Tata Steel's behalf.

Purpose of visit/assessment

Condition 4.3.1(a) of permit BL7108IM requires the operator to inform Natural Resources Wales (NRW) in the event that the operation of the (permitted) activities gives rise to an incident or accident which significantly affects or may significantly affect the environment.

Condition 4.3.1(b) of permit BL7108IM requires the operator to inform NRW in the event of a breach of any permit condition.

Condition 4.3.2 specifies that any information provided under condition 4.3.1 where the information relates to the breach of a limit specified in the permit, shall be confirmed by sending the information listed in Schedule 5 to this permit within the time period specified in that schedule.

Schedule 5 of the permit outlines the information that the operator must provide and is divided into Part A and Part B. The schedule provides a framework/template for informing and/or notifying NRW in accordance with the requirements of condition 4.3.1.

Condition 3.1.2 requires that the limits given in Schedule 3 of the permit (point source emissions) shall not be exceeded.

The following operator notifications have been received concerning breaches/exceedances, incidents or accidents which occurred or were notified to us during **Quarter 2 2018** (1 April – 30 June):

Sinter Plant

1. **S5N/18/39** received on 03/04/18 – A1 Sinter Plant Main Stack
2. **S5N/18/40** received on 03/04/18 – A2 Sinter Plant Secondary De-dust
3. **S5N/18/42** received on 09/04/18 – A1 Sinter Plant Main Stack
4. **S5N/18/43** received on 09/04/18 – A2 Sinter Plant Secondary De-dust
5. **S5N/18/45** received on 16/04/18 – A1 Sinter Plant Main Stack
6. **S5N/18/46** received on 16/04/18 – A2 Sinter Plant Secondary De-dust
7. **S5N/18/47** received on 23/04/18 – A1 Sinter Plant Main Stack
8. **S5N/18/48** received on 23/04/18 – A2 Sinter Plant Secondary De-dust

9. **S5N/18/51** received on 08/05/18 – A1 Sinter Plant Main Stack
10. **S5N/18/52** received on 08/05/18 – A2 Sinter Plant Secondary De-dust
11. **S5N/18/56** received on 14/05/18 – A1 Sinter Plant Main Stack
12. **S5N/18/57** received on 14/05/18 – A2 Sinter Plant Secondary De-dust
13. **S5N/18/58** received on 21/05/18 – A1 Sinter Plant Main Stack
14. **S5N/18/59** received on 21/05/18 – A2 Sinter Plant Secondary De-dust
15. **S5N/18/62** received on 29/05/18 – A1 Sinter Plant Main Stack
16. **S5N/18/63** received on 29/05/18 – A2 Sinter Plant Secondary De-dust
17. **S5N/18/65** received on 04/06/18 – A1 Sinter Plant Main Stack
18. **S5N/18/66** received on 04/06/18 – A2 Sinter Plant Secondary De-dust
19. **S5N/18/69** received on 12/06/18 – A1 Sinter Plant Main Stack
20. **S5N/18/70** received on 12/06/18 – A2 Sinter Plant Secondary De-dust
21. **S5N/18/71** received on 18/06/18 – A1 Sinter Plant Main Stack
22. **S5N/18/72** received on 18/06/18 – A2 Sinter Plant Secondary De-dust
23. **S5N/18/73** received on 25/06/18 – A1 Sinter Plant Main Stack
24. **S5N/18/74** received on 25/06/18 – A2 Sinter Plant Secondary De-dust
25. **S5N/18/76** received on 02/07/18 – A1 Sinter Plant Main Stack
26. **S5N/18/77** received on 02/07/18 – A2 Sinter Plant Secondary De-dust

BOS Plant

1. **S5N/18/68** received on 12/06/18 – A16 BOS Plant Secondary FEP (South)

Surface waters

1. **S5N/18/41** received on 06/04/18 – W1 Long Sea Outfall
2. **S5N/18/50** received on 08/05/18 – W1 Long Sea Outfall
3. **S5N/18/54** received on 14/05/18 – W3 Abbey Beach Outfall
4. **S5N/18/55** received on 14/05/18 – W1 Long Sea Outfall
5. **S5N/18/60** received on 21/05/18 – W1 Long Sea Outfall
6. **S5N/18/61** received on 22/05/18 – W1 Long Sea Outfall
7. **S5N/18/64** received on 01/06/18 – W1 Long Sea Outfall
8. **S5N/18/78** received on 09/07/18 – W1 Long Sea Outfall

Coke Ovens

1. **UR/18/44** received on 10/04/18 – A54 Morfa Coke Oven Batteries
2. **S5N/18/49** received on 26/04/18 – A55 Morfa Main Stack
3. **UR/18/53** received on 14/05/18 – A54 Morfa Coke Oven Batteries
4. **UR/18/67** received on 04/06/18 – A54 Morfa Coke Oven Batteries
5. **S5N/18/75** received on 28/06/18 – A57 Ammonia Incinerator

Compliance assessment

A1: SINTER PLANT MAIN STACK

S5N/18/39: Schedule 5 Part A received 03 April 2018 (by email)

Daily mean (average) for particulates recorded at emission point A1:

26/03/2018: 48.50mg/m³

27/03/2018: 67.80mg/m³
28/03/2018: 44.40mg/m³
01/04/2018: 47.60mg/m³

A1: Sinter plant main stack

Permitted limit is 40.00mg/m³ as a daily mean

The operator has specified that a measurement uncertainty factor of +/- 30% should be applied to the reported results.

Schedule 5 Part A operator comment:

This is a new limit and this has been discussed at length with the NRW. Significant project work has been completed and planned ahead in order to comply with this limit and a plan will be submitted to the NRW in due course.

- The new £1.1M ESP control system has been installed and is operational. Significant optimisation work is now required to establish the optimum system settings for plant operations, which should improve the system's performance.

Duel fans in operation from the 26th to 01st April.

Schedule 5 Part B operator comment:

As a result of the potential of a Regulation 61 being served on Tata Steel a comprehensive project team is being put in place and regular meetings are held with the NRW to build an effective plan.

Please see a copy of the draft proposed plan attached to this notification covering 2018 Q2 (April, May, and June 2018).

As the results between 26/03/2018 – 28/03/2018 were obtained during the previous calendar quarter, NRW has already consolidated these notified exceedances of the particulate ELV at A1 during Quarter 1 under a single CCS3 score for **S5N/18/01**. Our assessment is recorded in **CAR_NRW0033264**.

After applying the appropriate measurement uncertainty factor, the exceedance on 01/04/2018 remains within the permitted limit of 40.00mg/m³. No non-compliance (CCS) score has been applied to this event.

S5N/18/42: Schedule 5 Part A received 09 April 2018 (by email)

Daily mean (average) for particulates recorded at emission point A1:

02/04/2018: 41.19mg/m³
03/04/2018: 51.60mg/m³
04/04/2018: 46.14mg/m³
05/04/2018: 64.34mg/m³
06/04/2018: 70.10mg/m³
07/04/2018: 50.71mg/m³
08/04/2018: 76.11mg/m³

A1: Sinter Plant Main Stack

Permitted limit is 40.00mg/m³ as a daily mean

The operator has specified that a measurement uncertainty factor of +/- 30% should be applied to the reported results.

Schedule 5 Part A operator comment:

This is a new limit and this has been discussed at length with the NRW. Significant project work has been completed and planned ahead in order to comply with this limit and a plan will be submitted to the NRW in due course.

- The new £1.1M ESP control system has been installed and is operational. Significant optimisation work is now required to establish the optimum system settings for plant operations, which should improve the system's performance.

- Duel fans in operation from the 2nd to 08th April

Schedule 5 Part B operator comment:

As a result of the potential of a Regulation 61 being served on Tata Steel a comprehensive project team is being put in place and regular meetings are held with the NRW to build an effective plan.

Please see a copy of the draft proposed plan attached to this notification covering 2018 Q2 (April, May, and June 2018).

Task Name	Duration	Start	Finish
NRW COMPLIANCE Plan	609 d	Mon 11/06/18 07:00	Fri 09/10/20 07:00
Windmain Repairs Start wk 36	0 w	Mon 03/09/18 08:00	Mon 03/09/18 08:00
Windmain Repairs Completion wk 14 2019	0 d	Fri 05/04/19 08:00	Fri 05/04/19 08:00
Windmain + 18m Section Wk 14 2019	3 w	Mon 25/03/19 08:00	Fri 12/04/19 17:00
Windmain DCV Replacement Start wk 36	0 d	Mon 03/09/18 08:00	Mon 03/09/18 08:00
Windmain DCV Completion wk 14 2019	0 d	Fri 05/04/19 08:00	Fri 05/04/19 08:00
ESP DDV Maint Strategy Implementation Wk36	0 d	Mon 03/09/18 07:00	Mon 03/09/18 07:00
ESP Maint Strategy Implementation Wk36	0 d	Mon 03/09/18 07:00	Mon 03/09/18 07:00
North ESP Field repairs 4B,5B,6B,6A & 1A Permanent repair Wk36/37	0 d	Mon 03/09/18 07:00	Mon 03/09/18 07:00
North ESP Field repairs 4B,5B,6B,6A & 1A Permanent repair Completion	0 d	Fri 14/09/18 08:00	Fri 14/09/18 08:00
ESP Hopper Conveyor repair / sealing wk 36	0 d	Mon 03/09/18 08:00	Mon 03/09/18 08:00
ESP Hopper Conveyor repair / sealing Completion wk 14 2019	0 d	Fri 05/04/19 08:00	Fri 05/04/19 08:00
ESP Cleaning Manual Rap Start wk 36	0 d	Mon 03/09/18 07:00	Mon 03/09/18 07:00
ESP Cleaning Manual Rap Completion wk 14 2019	0 d	Fri 14/09/18 08:00	Fri 14/09/18 08:00
North & South ESP Structural Repairs wk 36	0 w	Mon 03/09/18 08:00	Mon 03/09/18 08:00
North & South ESP Structural Repairs Completion wk 14 2019	0 d	Fri 05/04/19 08:00	Fri 05/04/19 08:00
Installation New CEMS Instrumentation N/S ESP Inlet-Outlet	0 d	Mon 11/06/18 07:00	Mon 11/06/18 07:00
New CEMS Instrumentation Completion	0 d	Fri 07/09/18 07:00	Fri 07/09/18 07:00
N/S ESP Control Optimisation Start wk 36	0 w	Mon 11/06/18 08:00	Mon 11/06/18 08:00
N/S ESP Control Optimisation Completion wk 14 2019	0 d	Fri 05/04/19 07:00	Fri 05/04/19 07:00
Chloride Reduction	529 d	Mon 27/08/18 08:00	Fri 04/09/20 08:00
ESP Dust Washing (4wks)	19 d	Mon 27/08/18 08:00	Fri 21/09/18 08:00
1st Trial Plant Start	0 d	Mon 27/08/18 08:00	Mon 27/08/18 08:00
Trial Completion	0 w	Fri 21/09/18 08:00	Fri 21/09/18 08:00
BF Flue Dust (4wks)	20 d	Mon 27/08/18 08:00	Fri 21/09/18 17:00
1st Trial Plant Start	0 d	Mon 27/08/18 08:00	Mon 27/08/18 08:00
Complete	0 w	Fri 21/09/18 17:00	Fri 21/09/18 17:00
BF Flue Dust / ESP Dust 2nd Trial (3months)	63 d	Mon 12/11/18 08:00	Thu 07/02/19 07:00
Trial Start	0 d	Mon 12/11/18 08:00	Mon 12/11/18 08:00
Trial Completion	0 d	Thu 07/02/19 07:00	Thu 07/02/19 07:00
Full Scale Plant CAPEX	474 d	Mon 12/11/18 08:00	Fri 04/09/20 08:00
Definition Start	0 d	Mon 12/11/18 08:00	Mon 12/11/18 08:00
Definition Completion	0 d	Fri 29/03/19 07:00	Fri 29/03/19 07:00
Full Scale Plant CAPEX Submission	1 d	Mon 01/04/19 08:00	Mon 01/04/19 17:00
Project Approval	0 w	Fri 07/06/19 08:00	Fri 07/06/19 08:00
Installation	0 w	Fri 05/06/20 08:00	Fri 05/06/20 08:00
Commissioning	0 w	Fri 04/09/20 08:00	Fri 04/09/20 08:00
Emmissions Compliance	0 d	Fri 09/10/20 07:00	Fri 09/10/20 07:00

We have discussed the emission limit for particulates at A1 during other compliance interventions in 2017 & 2018. NRW's findings are confirmed in the following reports:

CAR_NRW0032992

CAR_NRW0032993
CAR_NRW0032995
CAR_NRW0032996
CAR_NRW0033787
CAR_NRW0034062

NRW has agreed to accept a monthly written Schedule 5 notification from Tata in the event of continued breaches of the particulate daily mean ELV at A1.

After applying the appropriate measurement uncertainty factor, the exceedance recorded at A1 on 05/04/2018 remains non-compliant with the permit limit and Condition 3.1.2. **One CCS Category 3 score** has been recorded in response to this non-compliance.

We have assessed and consolidated all subsequent notified exceedances of this ELV at A1 during Quarter 2 (April – June) 2018 under a single CCS3 score for **S5N/18/42** confirmed above, in line with our Compliance Classification Scheme [CCS]. The notifications for A1 which have been consolidated during Quarter 2 are listed below:

S5N/18/45 received on 16/04/18
S5N/18/47 received on 23/04/18
S5N/18/51 received on 08/05/18
S5N/18/56 received on 14/05/18
S5N/18/58 received on 21/05/18
S5N/18/62 received on 29/05/18
S5N/18/65 received on 04/06/18
S5N/18/69 received on 12/06/18
S5N/18/71 received on 18/06/18
S5N/18/73 received on 25/06/18
S5N/18/76 received on 02/07/18

A2: SINTER PLANT SECONDARY DE-DUST

S5N/18/40: Schedule 5 Part A received 03 April 2018 (by email)

Daily mean (average) for particulates recorded at emission point A2:

26/03/2018: 39.50mg/m³
27/03/2018: 32.90mg/m³
28/03/2018: 66.90mg/m³
29/03/2018: 67.80mg/m³
31/03/2018: 38.90mg/m³
01/04/2018: 45.50mg/m³

A2: Sinter Plant Secondary De-dust

Permitted limit is 30.00mg/m³ as a daily mean

The operator has specified that a measurement uncertainty factor of +/- 30% should be applied to the reported results.

Schedule 5 Part A operator comment:

Current derogation expired. Extension request submitted.

- 1 field was in 'continuous mode' (i.e. not rapping) and was immediately changed back to rapping mode.

- Several blockages on the grids inside the ESP were cleared.

- Monitor calibration issues.

Schedule 5 Part B operator comment:

Fields 2 and 3 failed in the Dedust ESP (Electrostatic precipitator) on Wednesday 28/03/18. Lodge Cottrell (Original Equipment Manufacturer) were contacted and attended site on Thursday the 29/03/18. On inspection it was found that a rapping rod had failed and it was bridging the two fields. This was immediately repaired and particulate readings reduced.

We have discussed the emission limit for particulates at A2 during other compliance interventions in 2018. NRW's findings are confirmed in the following reports:

CAR_NRW0032992

CAR_NRW0032993

CAR_NRW0032995

CAR_NRW0032996

CAR_NRW0034629

NRW issued an updated version of permit BL7108IM (V016) on 26 June 2018 following Tata Steel's successful application to extend the derogation period for particulate emissions at A2. This extended derogation took effect during Quarter 2 2018 and details are confirmed in the Annex to permit BL7108IM V016.

Up to and including 26/06/2018, NRW has agreed to accept a weekly written Schedule 5 notification from Tata in the event of continued breaches of the particulate daily mean ELV at A2. Thereafter, verified exceedances of the derogated ELV of 50.00mg/m³ should be notified in accordance with the basic permit requirements i.e. within 24 hours of detection.

As the results between 26/03/2018 – 31/03/2018 were obtained during the previous calendar quarter, NRW has already consolidated these notified exceedances of the particulate ELV at A2 during Quarter 1 under a single CCS3 score for **S5N/18/24**. Our assessment is recorded in **CAR_NRW0033264**.

After applying the appropriate measurement uncertainty factor, the exceedance recorded at A2 on 01/04/2018 remains non-compliant with the permit limit and Condition 3.1.2. **One CCS Category 3 score** has been recorded in response to this non-compliance.

We have assessed and consolidated all subsequent notified exceedances of this ELV at A2 during Quarter 2 (April – June) 2018 under a single CCS3 score for **S5N/18/40** confirmed above, in line with our Compliance Classification Scheme [CCS]. The notifications for A2 which have been consolidated during Quarter 2 are listed below:

S5N/18/43 received on 09/04/18

S5N/18/46 received on 16/04/18

S5N/18/48 received on 23/04/18

S5N/18/52 received on 08/05/18

S5N/18/57 received on 14/05/18

S5N/18/59 received on 21/05/18

S5N/18/63 received on 29/05/18

S5N/18/66 received on 04/06/18

S5N/18/70 received on 12/06/18

S5N/18/72 received on 18/06/18

S5N/18/74 received on 25/06/18

S5N/18/77 received on 02/07/18

BOS PLANT

S5N/18/68: Schedule 5 Part A received 12 June 2018 (by email).

Daily mean (average) for particulates recorded at emission point A16:

05/06/2018: 22.29mg/m³

06/06/2018: 24.04mg/m³

07/06/2018: 21.56mg/m³

08/06/2018: 26.11mg/m³

09/06/2018: 25.59mg/m³

A16: BOS Plant Secondary FEP South

Permitted limit is 15.00mg/m³ as a daily mean

The operator has specified that a measurement uncertainty factor of +/- 30% should be applied to the reported results.

Schedule 5 Part A operator comment:

Bag filter failure identified. Chamber has been isolated and bag filters will be replaced over weekend of 8/6. Following replacement of isolated chamber bags, dye test to be undertaken to identify next priority chamber for replacement.

Schedule 5 Part B operator comment:

Bag filters were identified as the root cause.

Chambers were isolated and bag filters were replaced during June 2018.

In order to prevent this event occurring again dye tests were undertaken to identify the sequence of priority chambers to be replaced.

In addition, new dampers have been fitted to the fume extraction system which has improved the fume extraction during operation of the two converter vessels.

We have discussed BOS Plant operations with Tata Steel during permit compliance interventions in 2017 and 2018. NRW's findings are confirmed in the following reports:

CAR_NRW0032745

CAR_NRW0034064

After applying the appropriate measurement uncertainty factor, the exceedance recorded at A16 on 05/06/2018 remains non-compliant with the permit limit and Condition 3.1.2. **One CCS Category 3 score** has been recorded in response to this non-compliance.

SURFACE WATERS

S5N/18/41: Schedule 5 Part A received 06 April 2018 (by email)

Weekly average for suspended solids recorded at emission point W1:

04/03/2017 – 10/03/2018: 52.90mg/l
11/03/2018 – 17/03/2018: 68.60mg/l
18/03/2018 – 24/03/2018: 60.90mg/l
25/03/2018 – 31/03/2018: 62.90mg/l

S5N/18/50: Schedule 5 Part A received 08 May 2018 (by email)

Weekly average for suspended solids recorded at emission point W1:

01/04/2018 – 07/04/2018: 58.90mg/l
08/04/2018 – 14/04/2018: 64.60mg/l
15/04/2018 – 21/04/2018: 61.10mg/l
22/04/2018 – 28/04/2018: 48.00mg/l

S5N/18/64: Schedule 5 Part A received 01 June 2018 (by email)

Weekly average for suspended solids recorded at emission point W1:

29/04/2018 – 05/05/2018: 66.90mg/l
06/05/2018 – 12/05/2018: 94.60mg/l
13/05/2018 – 19/05/2018: 46.70mg/l
20/05/2018 – 26/05/2018: 52.00mg/l

S5N/18/78: Schedule 5 Part A received 09 July 2018 (by email)

Weekly average for suspended solids recorded at emission point W1:

27/05/2018 – 02/06/2018: 73.10mg/l
03/06/2018 – 09/06/2018: 34.90mg/l
10/06/2018 – 16/06/2018: 34.30mg/l
17/06/2018 – 23/06/2018: 41.10mg/l
24/06/2018 – 30/06/2018: 35.10mg/l

W1: Long Sea Outfall

Permitted limit for discharge is no more than 20mg/litre above background concentration at emission point W9

The operator has specified that a measurement uncertainty factor of +/- 1.00mg/l should be applied to the reported results.

Schedule 5 Part A operator comment:

This is a new limit and this has been discussed at length with the NRW. Awaiting confirmation once NRW develops its position on emission limits for certain water pollutants.

NRW issued an updated version of permit BL7108IM (V016) on 26 June 2018 following Tata Steel's successful application to derogate against the precautionary application of the BAT-AEL for suspended solids at W1. This derogation took effect during Quarter 2 2018 and details are confirmed in the Annex to permit BL7108IM V016.

Up to and including 26/06/2018, NRW has agreed to accept a monthly written Schedule 5 notification from Tata in the event of continued breaches of the suspended solids weekly average ELV at W1. Thereafter, verified exceedances of the derogated ELV of 150.00mg/l should be notified in accordance with the basic permit requirements i.e. within 24 hours of detection.

The derogated emission limit in the permit – 150mg/m³ – for suspended solids in the effluent emitted via water emission point W1 will remain for the lifetime of the plant; unless evidence emerges that an environmental benefit can be achieved by reducing the current load into the receiving water. The possible building of the Swansea bay tidal lagoon may have an impact on this. The effluent discharge at W1 will need to be re-assessed during the implementation of the next Iron and Steel BAT Reference (BRef) note.

S5N/18/54: Schedule 5 Part A received 14 May 2018 (by email)

24-hour average (obtained weekly) for oil and grease recorded at emission point W3:

11/05/2018: 22.92mg/l

W3: Abbey Beach Outfall

Permitted limit for discharge is 20.00mg/litre expressed as a 24-hour average from the beginning of the discharge

The operator has not specified a measurement uncertainty factor for the reported result. Previous similar notified breaches of the oil & grease emission limit at W3 have used +/- 1.00mg/l as the factor. Therefore, NRW has assessed this breach in the same manner using +/- 1.00mg/l.

Schedule 5 Part A operator comment:

Investigation currently underway.

Schedule 5 Part B operator comment:

Elevated hydrocarbons in Sump 3 coincided with elevated levels on ABO suggesting a Mills source of hydrocarbon via the Deep Drain.

On detection of elevated levels energy operations increased sampling frequency until concentration came back into permitted range but this was not enough to lower the average for the day to below the permit limit.

Incidents of elevated hydrocarbon with a suspected mills source are under investigation, as part of a wider action plan. Plant practices are being reviewed.

After applying the appropriate measurement uncertainty factor, the exceedance recorded at W3 on 11/05/2018 remains non-compliant with the permit limit and Condition 3.1.2. **One CCS Category 3 score** has been recorded in response to this non-compliance.

S5N/18/55: Schedule 5 Part A received 14 May 2018 (by email)

Weekly average for total hydrocarbons recorded at emission point W1:

06/05/2018 – 12/05/2018: 20.00mg/l

W1: Long Sea Outfall

Permitted limit for discharge is 5.00mg/litre

The operator has specified that a measurement uncertainty factor of +/- 1.00mg/l should be applied to the reported result.

Schedule 5 Part A operator comment:

To be investigated

Schedule 5 Part B operator comment:

Based on analysis of sump samples taken across site, ongoing operations and meteorological data, evidence suggests a major contributor was an internal sump within the Mills works area, with a contribution from the Coke Ovens.

This does not rule out other contributions from other areas of the site.

Improvement strategies that have been put in place include:

- More frequent checking of internal sump data*
- Effluent flash reports to works areas when elevated analytes are detected in wastewater*

After applying the appropriate measurement uncertainty factor, the exceedance recorded at W1 on 12/05/2018 remains non-compliant with the permit limit and Condition 3.1.2. **One CCS Category 3 score** has been recorded in response to this non-compliance.

We have assessed and consolidated all subsequent notified exceedances of this ELV at W1 during Quarter 2 (April – June) 2018 under a single CCS3 score for **S5N/18/55** confirmed above, in line with our Compliance Classification Scheme [CCS]. The notifications for W1 which have been consolidated during Quarter 2 are listed below:

S5N/18/60 received on 21/05/18

S5N/18/61: Schedule 5 Part A received 22 May 2018 (by email)

Weekly average for total inorganic nitrogen recorded at emission point W1:

04/03/2018 – 10/03/2018: 55.00mg/l

11/03/2018 – 17/03/2018: 52.00mg/l

18/03/2018 – 24/03/2018: 67.00mg/l

01/04/2018 – 07/04/2018: 62.00mg/l

W1: Long Sea Outfall

Permitted limit for discharge is 50.00mg/litre

The operator has specified that the following measurement uncertainty factors for the constituent compounds of total inorganic nitrogen are associated with the reported results:

Substance	Uncertainty (+/-)
Nitrate (NO-3)	0.1mg/l
Nitrite (NO-2)	0.05mg/l
Ammonia (NH3)	0.056mg/l

We have applied the uncertainty factor for nitrate (NO-3) to the measured results. The proportions of [ammonia to nitrite to nitrate] within the effluent generated by Tata Steel and discharged at W1 are not known. The on-site effluent treatment plant utilises biological treatment, therefore it is assumed that nitrification of ammonia has already taken place before treated effluent is discharged at W1. Therefore, we have used the compound with the widest uncertainty factor (NO-3) and which is the most likely to be present in the treated effluent because of nitrification.

Schedule 5 Part A operator comment:

To be investigated.

Schedule 5 Part B operator comment:

During the period Q4 2017 to Q1 2018, a number of Part A notifications were submitted for breaches of the weekly average ammonia, nitrite and nitrate limit at W1 Long Sea Outfall.

Issues around ammonia incinerator and ammonia still stability during this period led to increased ammonia, nitrate and nitrite (A+N+N) concentrations in treated wastewater.

During the period of 31/12/2017 to 27/12/2017, there were multiple days of incinerator outage, which led to elevated A+N+N in the final treated effluent at W1.

The improvements made to the By-products Plant during Q4 2017 have required a period of process optimisation.

The stability of both the incinerators and stills has improved since the upgrade and we are now seeing improvement through less prolonged periods of elevated A+N+N at the LSO and lower average concentrations.

During June 2018, the Strong Liquor auto control flow valve was replaced which contributed further to improved incinerator stability.

Further improvements to the control and optimisation of the still and the operation of the BET plant are planned and should further reduce the incidence of A+N+N breaches.

As the results between 04/03/2018 – 24/03/2018 were obtained during the previous calendar quarter, NRW has already consolidated these notified exceedances of the total inorganic nitrogen ELV at W1 during Quarter 1 under a single CCS3 score for **S5N/18/22**. Our assessment is recorded in **CAR_NRW0033264**.

After applying the appropriate measurement uncertainty factor to the exceedance at W1 which occurred during Quarter 2 2018, the result on 07/04/2018 remains non-compliant with the permit limit and Condition 3.1.2. **One CCS Category 3 score** has been recorded in response to this non-compliance.

COKE OVENS

UR/18/44: Schedule 5 Part A received 10 April 2018 (by email)

Monthly mean (average) Door Leakage Control Factor (DLCF), Top Leakage Control Factor (TLCF) and visible emissions from coke oven charging recorded at emission point A54:

March 2018: 89.31% (Doors)

March 2018: 94.43% (Tops)

March 2018: 38.13 seconds (Charging)

A54: Morfa Coke Oven Batteries

Permitted limit for DLCF is at least 90% of coke oven doors with no leaks as a monthly mean (BAT-AEPL percentage of visible emissions is <10%)

Permitted limit for TLCF is at least 99% of coke oven tops with no leaks as a monthly mean (BAT-AEPL percentage of visible emissions is <1%)

Permitted limit (BAT-AEPL) for coke oven charging emissions is <30 seconds visible emissions per charge expressed as a monthly mean

As these results were obtained during the previous calendar quarter, NRW has already consolidated these notified exceedances of the permitted limits for coke oven doors, tops and charging emissions during Quarter 1 under 2 x CCS3 scores for **UR/18/16** (DLCF, TLCF) and 1 x CCS3 score for **UR/18/31** (Charging). Our assessment is recorded in **CAR_NRW0033264**.

UR/18/53: Schedule 5 Part A received 14 May 2018 (by email)

Monthly mean (average) Door Leakage Control Factor (DLCF), Top Leakage Control Factor (TLCF) and visible emissions from coke oven charging recorded at emission point A54:

April 2018: 88.08% (Doors)

April 2018: 94.14% (Tops)

April 2018: 39.07 seconds (Charging)

A54: Morfa Coke Oven Batteries

Permitted limit for DLCF is at least 90% of coke oven doors with no leaks as a monthly mean (BAT-AEPL percentage of visible emissions is <10%)

Permitted limit for TLCF is at least 99% of coke oven tops with no leaks as a monthly mean (BAT-AEPL percentage of visible emissions is <1%)

Permitted limit (BAT-AEPL) for coke oven charging emissions is <30 seconds visible emissions per charge expressed as a monthly mean

The current DLCF and TLCF method employed by Tata and agreed with NRW is a simple binary assessment i.e. leak/no leak which does not involve grading individual emissions. The scope for error is therefore minimised and it is not necessary for the operator to specify monitoring uncertainty when reporting these parameters.

The current method for assessing visible emissions from charging employed by Tata and agreed with NRW is a modified version of the US EPA Method 303. Under Method 303, measured charging emissions are recorded to the nearest 0.5 seconds. Incomplete charges (visual interference) should be excluded from the assessment. For compliance purposes, we have rounded up the

reported results to the nearest 0.5 seconds before assessing them against the BAT-AEPL (ELV).

Schedule 5 Part A operator comment:

This is a new limit and this has been discussed at length with the NRW. Significant project work has been completed and planned ahead in order to comply with this limit and a Part B will be submitted to the NRW.

Schedule 5 Part B operator comment:

As a result of Regulation 61 being served on TATA Steel a comprehensive project has been put in place. Regular meetings are held with NRW providing a detailed update on progress to plan.

Please see a copy of the plan attached to this notification covering CY2018 Q2 (April, May, June)

Quarter 2

Morfa Coke Ovens Regulation 61 Action Plan					
Actions proposed to bring Battery Top emissions to within 1% and compliant with emission point A54	Start	Finish	Status	Progress	Comments
Complete change out of remaining ascension pipes	01-Feb-17	01-Feb-20			Ongoing
Campaign spigot repair programme	01-Jun-18	01-Aug-19			Ongoing – 40% Completed
Battery Top Collector main control					
- Forward view system. Upgrade of transmitters to provide quicker response during charging	01-Feb-17	01-Jan-20			Ongoing
- Upgrade Controllers (Kent / Askania equipment)					
- Improve Exhauster control parameters					
Collector Main Configuration					Ongoing
- Feasibility study on operating with single collector main	01-Jul-18	01-Feb-20			Ongoing
- Execute transition to single collector main if applicable post survey	01-May-20	01-May-23			After feasibility
Sustained Compliance with Limit Value envisaged Battery Top emissions will be compliant with emission point A54 periodically from January 2020 onwards, but not sustained until full understanding of transition towards single collector main operation		01-May-23			Ongoing

Actions proposed to sustain Battery <u>Door</u> emissions to within 10% & compliant with emission point A54.	Start	Finish			
Upgrade and Improve Reliability of door cleaning equipment on machines	01-Aug-18	01-Feb-20			Complete
Purchase and Install Automatic small door cleaning device for RAM machines	01-Jun-18	01-Feb-20			Ongoing
Door Design					Ongoing
- Purchase and trial x10 blue sky doors (spring sealing).	01-Nov-18	01-May-19			
- Run 12 months to assess effectiveness of new doors and emission levels	01-May-19	01-May-20			
- If trial successful convert battery to new doors	01-Jul-20	01-Jul-23			
Sustained Compliance with Limit Value envisaged Battery Door emissions will periodically be compliant with emission point A54, but not sustained until transition to new spring sealed door arrangement		It is 01-Jul-23			Ongoing
Actions proposed to sustain Visible Charging emissions to within agreed levels outlined in emission point A54	Start	Finish			Ongoing
Correct all charge hole frames identified with misalignment	01-Aug-18	01-Feb-20			Ongoing
Charging Machine					Ongoing
- Change machine Telescopes (x4), seals and inspection covers	01-Aug-18	01-Aug-19			40% Complete
- Refurbishment of all charge oscillators (x4)					
- Auto charge hole lid sealing system on charger	01-Sep-18	01-Sep-20			Ongoing
- Auto charge hole carbon cleaning on charge machine					
Sustained Compliance with Limit Value Battery charging emissions will be compliant with emission point A54		01-Sep-20			Ongoing

We have discussed the introduction of the DLCF, TLCF and Charging limits at A54 during other compliance interventions in 2017 and 2018. NRW's findings are confirmed in the following reports:

CAR_NRW0032992
CAR_NRW0032993
CAR_NRW0032995
CAR_NRW0032996
CAR_NRW0033787
CAR_NRW0034062
CAR_NRW0034629

The exceedances for DLCF, TCLF and Charging recorded at A54 during April 2018 are non-compliant with the permit limits and Condition 3.1.2. **Three CCS Category 3 scores** have been recorded in response to these non-compliances.

We have assessed and consolidated all subsequent notified exceedances of these ELVs at A54

during Quarter 2 (April – June) 2018 under three CCS3 scores for **UR/18/53** confirmed above, in line with our Compliance Classification Scheme [CCS]. The notifications for A54 which have been consolidated during Quarter 2 are listed below:

UR/18/67 received on 04/06/18 (May 2018 doors, tops & charging)

UR/18/80 received on 10/07/18 (June 2018 doors, tops & charging)

S5N/18/49: Schedule 5 Part A received 26 April 2018 (by email).

Annual mass release for sulphur dioxide (SO₂) recorded at emission point A55:

2017: 789.00 tonnes

A55: Morfa Main Stack

Permitted limit is 600.00 tonnes/year

The operator has not specified a measurement uncertainty factor for the reported annual mass release. However, the same figure has been reported by Tata Steel to the UK's Pollutant Release & Transfer Registry (PRTR), which is verified annually.

Schedule 5 Part A operator comment:

This figure has been taken from the 2017 mass release calculation undertaken to inform the annual Pollution Inventory.

Schedule 5 Part B operator comment:

The following Morfa Coke Oven Main Stack Sulphur Dioxide figure has been taken from the 2017 mass release calculation undertaken to inform the annual Pollution Inventory. This was captured in March 2018 when updating the Pollution Inventory.

Sulphur Dioxide limit 600 Tonnes

Levels recorded 789 Tonnes

During this period there were a number of improvement projects which were being completed. There were Regenerator repairs on walls 3, 4, 5, 64, 65, 78 & 79 throughout 2017.

There were 30 Blast Furnace Gas Mixer boxes exchanged during 2017 to reduce the number of walls fired on Coke Oven Gas.

Also there was regular routine maintenance carried out on the under-firing system, Such as:

- Cleaning and grouting of the Coke Oven Gas system*
- adjustment of the Blast Furnace Gas system nozzle plates*
- blowing of the Blast Furnace Gas Regenerators.*

We have discussed the performance of Morfa Coke Ovens during other compliance interventions in 2017 and 2018. NRW's findings are confirmed in the following reports:

CAR_NRW0032992
CAR_NRW0032993
CAR_NRW0032995
CAR_NRW0032996
CAR_NRW0033787
CAR_NRW0034062
CAR_NRW0034629

The exceedance for SO₂ (2017 annual mass release) recorded at A55 is non-compliant with the permit limit and Condition 3.1.2. **One CCS Category 3 score** has been recorded in response to this non-compliance.

S5N/18/75: Schedule 5 Part A received 28 June 2018 (by email).

Hourly mean (average) for sulphur dioxide (SO₂) recorded at emission point A57:

Start time: 15/06/2018 10:23

End Time: 15/06/2018 11:23

Result (mg/m³): 3231.60

A57: Ammonia Incinerator (MCO By-Products Plant)

Permitted limit is 2000.00mg/m³ as an hourly mean (quarterly spot sample)

The operator has specified that a measurement uncertainty factor of +/- 87.5mg/m³ should be applied to the reported result.

Schedule 5 Part A operator comment:

This figure has been taken from spot sample recorded from quarterly returns.

Schedule 5 Part B operator comment:

This figure has been taken from spot sample recorded from quarterly returns.

Sulphur Dioxide limit 2000 mg/m³

Levels recorded 3231.6 mg/m³

On 14th June Still 2 was taken out to repair the strong liquor control valve. Therefore, only Still 3 was operational which had been off for 18 hours a couple of days before. The flow to the washers was 400LPM during the period that Still 2 was off which should be lower whilst running on just one Still. There were also a number of system trips around this time, some taking a while to bring the Still back on load.

During this period the strong liquor tank level was increasing, consequently when Still 2 came back online, it needed to strip more liquor to reduce the level in the strong liquor tank, therefore increasing the concentration of SO_x in the stack.

We have discussed the performance of Morfa Coke Ovens' By-Products Plant during a compliance intervention in 2017. A further visit is planned in 2019. NRW's findings are confirmed in the following report:

CAR_NRW0032730

After applying the appropriate measurement uncertainty factor, the exceedance recorded at A57 on 15/06/2018 remains non-compliant with the permit limit and Condition 3.1.2. **One CCS Category 3 score** has been recorded in response to this non-compliance.

Summary and actions required

Permit compliance

NRW has consolidated permit compliance scores within this calendar quarter where appropriate and in line with our Compliance Classification Scheme (CCS).

Our assessment of notifications received during Quarter 2 2018 has concluded **eleven CCS**

Category 3 breaches of the operator's permit conditions have occurred in response to notified exceedances of permitted emission limit values (ELVs) at the following emission points:

- A1 Sinter Plant Main Stack (particulates)
- A2 Sinter Plant Secondary De-dust (particulates)
- A16 BOS Plant Secondary FEP South (particulates)
- A54 Morfa Coke Oven Batteries (DLCF, TLCF & Charging)
- A55 Morfa Main Stack (sulphur dioxide)
- A57 Ammonia Incinerator (sulphur dioxide)
- W1 Long Sea Outfall (total hydrocarbons)
- W1 Long Sea Outfall (total inorganic nitrogen)
- W3 Abbey Beach Outfall (oil and grease)

A **Warning** has been issued to the operator in response to the CCS3 breaches identified at emission points A2, A16, A55, A57, W1 and W3 in this CAR form.

NRW's enforcement response to the ongoing breaches identified at emission points A1 and A54 during 2018 is confirmed separately in CAR_NRW0033267.

The EC Industrial Emissions Directive (IED) introduces a stricter environmental compliance regime for Tata Steel's operations at Port Talbot and reflects a wider effort to improve the environmental performance of industry across Europe. NRW has a duty to enforce these new emission limits (BAT-AELs and BAT-AEPLs) in Wales, but we remain committed to working with Tata Steel to improve the environmental performance of Port Talbot steelworks.

Derogated emission limits

NRW issued an updated version of permit BL7108IM (V016) on 26 June 2018 following Tata Steel's successful application to extend the derogation period for particulate emissions at A2. This extended derogation took effect during Quarter 2 2018 and details are confirmed in the Annex to permit BL7108IM V016.

NRW issued an updated version of permit BL7108IM (V016) on 26 June 2018 following Tata Steel's successful application to derogate against the precautionary application of the BAT-AEL for suspended solids at W1. This derogation took effect during Quarter 2 2018 and details are confirmed in the Annex to permit BL7108IM V016.

From Quarter 3 2018 onwards, the derogated emission limit value for particulates at A2 is 50.00mg/m³. This derogated limit applies until 31 October 2020.

The derogated emission limit in the permit – 150mg/m³ – for suspended solids in the effluent emitted via water emission point W1 will remain for the lifetime of the plant; unless evidence emerges that an environmental benefit can be achieved by reducing the current load into the receiving water. The possible building of the Swansea bay tidal lagoon may have an impact on this. The effluent discharge at W1 will need to be re-assessed during the implementation of the next Iron and Steel BAT Reference (BRef) note.

Notifying the regulator

For emission point A1: NRW has agreed to accept a monthly written Schedule 5 notification from Tata in the event of continued breaches of the particulate daily mean ELV.

For emission point A2: Up to and including 26/06/2018, NRW has agreed to accept a weekly written Schedule 5 notification from Tata in the event of continued breaches of the particulate daily mean ELV. Thereafter, verified exceedances of the derogated ELV at A2 should be notified in accordance with the basic permit requirements i.e. within 24 hours of detection.

For emission point W1: Up to and including 26/06/2018, NRW has agreed to accept a monthly

written Schedule 5 notification from Tata in the event of continued breaches of the suspended solids weekly average ELV at W1. Thereafter, verified exceedances of the derogated ELV at W1 should be notified in accordance with the basic permit requirements i.e. within 24 hours of detection.

These notification arrangements are also reflected in **CAR_NRW0033622**.

Areas requiring further attention/action

The operator should confirm what measurement uncertainty factor is currently used in relation to oil & grease monitoring results at W3 (Abbey Beach Outfall). Previously, +/- 1.00mg/l has been used for notified oil & grease exceedances at W3.

[ENDS]

This form will report compliance with your permit as determined by an NRW officer

Site	Port Talbot Steel Works	Permit Ref	BL7108IM
Operator/Permit holder	Tata Steel UK Limited	Date	30/06/2018

Section 3 – Enforcement Response

You must take immediate action to rectify any non-compliance and prevent repetition. Non-compliance with your permit conditions constitutes an offence and can result in criminal prosecutions and/or suspension or revocation of a permit. Please read the detailed assessment in Section 2 and the steps you need to take in Section 4 below.

We will now consider what enforcement action is appropriate and notify you, referencing this form.

Section 4 – Action(s)

This section summarises the actions identified during the assessment along with the timescales for when they will need to be completed.

Criteria Ref.	CCS Category	Action required/advised	Due Date
See Section 1 above			
E1	C3	Bring permitted operations back into compliance with ELV. IGNORE ACTION DATE - not applicable	28/02/2019
E1	C3	Bring permitted operations back into compliance with ELV. IGNORE ACTION DATE - not applicable	28/02/2019
E1	C3	Bring permitted operations back into compliance with ELV. IGNORE ACTION DATE - not applicable	28/02/2019
E1	C3	Bring permitted operations back into compliance with ELV. IGNORE ACTION DATE - not applicable	28/02/2019
E3	C3	Bring permitted operations back into compliance with ELV. IGNORE ACTION DATE - not applicable	28/02/2019
E3	C3	Bring permitted operations back into compliance with ELV. IGNORE ACTION DATE - not applicable	28/02/2019
E3	C3	Bring permitted operations back into compliance with ELV. IGNORE ACTION DATE - not applicable	28/02/2019
E1	C3	Bring permitted operations back into compliance with ELV. IGNORE ACTION DATE - not applicable	28/02/2019
E1	C3	Bring permitted operations back into compliance with ELV. IGNORE ACTION DATE - not applicable	28/02/2019
E1	C3	Bring permitted operations back into compliance with ELV. IGNORE ACTION DATE - not applicable	28/02/2019
E1	C3	Bring permitted operations back into compliance with ELV. IGNORE ACTION DATE - not applicable	28/02/2019
G4	X	Please confirm what measurement uncertainty factor/confidence interval is currently used in relation to oil & grease monitoring results and/or notified exceedances at W3.	28/06/2019

Section 5 – Compliance notes for the Operator

To ensure you correct actual or potential non-compliance we may

- Advise on corrective actions verbally or in writing
- Require you to take specific actions verbally or in writing
- Issue a notice
- Require you to review your procedures or management system
- Change some of the conditions of your permit
- Decide to undertake a full review of your permit

Any breach of a permit condition is an offence and we may take legal action against you

- We will normally provide advice and guidance to assist you to come back into compliance either after an offence is committed or where we consider that an offence is likely to be committed. This is without prejudice to any other enforcement response that we consider may be required.
- Enforcement action can include the issue of a formal caution, prosecution, the service of a notice and/or suspension or revocation of the permit.

See our Enforcement and Civil Sanctions guidance for further information

This report does not relieve the site operator of the responsibility to

- Ensure you comply with the conditions of the permit at all times and prevent pollution of the environment
- Ensure you comply with other legislative provisions which may apply

Non-compliance scores and categories

CCS category	Description	Score
C1	A non-compliance that could have a major environmental effect	60
C2	A non-compliance which could have a significant environmental effect	31
C3	A non-compliance which could have a minor environmental effect	4
C4	A non-compliance which has no potential environmental effect	0.1

Operational Risk Appraisal (Opra) - Compliance assessment findings may affect your Opra score and/or your charges. This score influences the resource we use to assess permit compliance.

Section 6 – General information

Data protection notice

The information on this form will be processed by the Natural Resources Wales (NRW) to fulfil its regulatory and monitoring functions and to maintain the relevant public register(s). The NRW may also use and/or disclose it in connection with:

- Offering/providing you with its literature/services relating to environmental matters
- Consulting with the public, public bodies and other organisations (eg. Health and Safety Executive, local authorities) on environmental issues
- Carrying out statistical analysis, research and development on environmental issues
- Providing public register information to enquirers
- Investigating possible breaches of environmental law
- Assessing customer service satisfaction and improving its service
- Freedom of Information Act/Environmental Regulations request

The NRW may pass it on to its agents/representatives to do these things on its behalf. You should ensure that any persons named on this form are informed of the contents of this data protection notice.

Disclosure of information

The NRW will provide a copy of this report to the public register(s). However, if you consider that any information contained in this report should not be released to the public register(s) on the grounds of commercial confidentiality, you must write to your local area office within fifteen working days of receipt of this form indicating which information it concerns and why it should not be released, giving your reasons in full.

Customer charter

What can I do if I disagree with this compliance assessment report?

If you are unable to resolve the issue with your site officer, you should firstly discuss the matter with officer's line managers using the informal appeals procedure. If you wish to raise your dispute further through our official Complaints and Commendations procedure, phone our general enquiry number 0300 065 3000 (Mon to Fri 08.00 – 18.00) and ask for the Customer Contact team or send an email to enquiries@naturalresourceswales.gov.uk. If you are still dissatisfied you can make a complaint to the Public Services Ombudsman for Wales. For advice on how to complain to the Ombudsman phone their helpline on 0845 607 0987.

Welsh Language

If you would like this form in Welsh please contact your Regulatory Officer.