

Compliance Assessment Report

Report ID:
CAR_NRW0027094

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

Site	Port Talbot Steel Works EPR/BL7108IM	Permit Ref	BL7108IM		
Operator/Permit holder	Tata Steel UK Limited				
Regime	Installations				
Date of assessment	31/12/2016	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	Jason Heatman/ Senior Environmental Engineer	Date issued	24/02/2017		

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 - Infrastructure - Specified by permit	A	
C2 - Infrastructure - Management system and operating procedures	A	
E1 - Infrastructure - Air	C3 - Suspended	3.1.2 Emissions to air
	C3 - Suspended	3.1.2 Emissions to air
	C3	3.1.2 Emissions to air
E3 - Infrastructure - Surface water	C3	3.1.2 Emissions to water
G2 - Infrastructure - Records of activity, site diary/journal/events	A	
G4 - Infrastructure - Reporting and notification to Natural Resources Wales	A	

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	4	Total compliance score (see section 5 for scoring scheme)	8
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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) 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). The steelworks has several identifiable permitted 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). The permit also covers coke making and the reception, stockpiling and blending of raw iron making materials. Three other companies, Cambrian Stone, Harsco Metals and ICL, undertake separately-permitted slag handling, iron plating and cold mill effluent treatment activities at the steelworks on Tata'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 4 2016 (01 October – 30 December):

Sinter Plant

S5N/16/83 received on 17/10/16 – A1 Sinter Plant Main Stack

S5N/16/84 received on 24/10/16 – A1 Sinter Plant Main Stack

S5N/16/85 received on 31/10/16 – A1 Sinter Plant Main Stack

S5N/16/86 received on 07/11/16 – A1 Sinter Plant Main Stack

S5N/16/90 received on 14/11/16 – A1 Sinter Plant Main Stack

S5N/16/93 received on 06/12/16 – A1 Sinter Plant Main Stack

BOS Plant

S5N/16/88 received on 14/11/16 – A10 BOS Plant Hot Metal Pouring FEP

Surface waters

S5N/16/81 received on 03/10/16 – W1 Long Sea Outfall

S5N/16/89 received on 10/11/16 – Betsi reed bed

S5N/16/91 received on 24/11/16 – W1 Long Sea Outfall

S5N/16/92 received on 05/12/16 – W1 Long Sea Outfall

S5N/16/95 received on 12/12/16 – W1 Long Sea Outfall

Coke Ovens

UR/16/87 received on 09/11/16 – A54 Morfa Coke Oven Batteries

UR/16/94 received on 12/12/16 – A54 Morfa Coke Oven Batteries

UR/17/02 received on 11/01/17 – A54 Morfa Coke Oven Batteries

Compliance assessment

Sinter Plant

S5N/16/83: Schedule 1 Part A received 17 October 2016 (by email)

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

12/10/2016: 102.99mg/m³

13/10/2016: 71.56mg/m³

14/10/2016: 57.11mg/m³

16/10/2016: 57.26mg/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.

Part A operator comment: *These breaches occurred following a start up of the plant following a planned shut down, below outlines some of the measures taken to minimise the emissions during the period.*

South Waste Gas Fan operated to 1000 RPM with 10% damper open to allow combustion of natural gas - 11/10/2016 @ 20:04

Strand started, void of material - 12/10/2016 @ 02:20

Stopped to sinter through - 12/10/2016 @ 02:44

Strand re-started - 12/10/2016 @ 03:06

Stopped again for issues - 12/10/2016 @ 03:14

Strand re-started - 12/10/2016 @ 04:08

Stopped again for issues - 12/10/2016 @ 05:58

Strand Re-started - 12/10/2016 @ 08:26

Stopped again for issues - 12/10/2016 @ 09:26

Strand Re-started - 12/10/2016 @ 10:22

First graded product seen - 12/10/2016 @ 10:28

NALCO were asked to test the foam system on 11/10/2016 - All functioning with good foam produced.

Water spray checked, along with foam on the night shift going into the 12/10/2016 & reported as operational

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.

NRW has not received any Schedule 5 Part B information from the operator for these exceedances. We have however discussed the introduction of this new daily mean ELV for particulates at A1 during other compliance interventions in 2016. During these interventions, relevant information that would normally be included in a Part B was supplied by Tata. NRW's findings are detailed in **CAR_NRW0024806**, **CAR_NRW0025274** and **CAR_NRW0026798**.

Following discussion with the operator during March 2016, NRW agreed to accept a weekly written Schedule 5 notification from Tata in the event of continued breaches of the particulate daily mean ELV at A1. This is confirmed in our email to Tata dated 16 March 2016.

After applying the appropriate measurement uncertainty factor, the exceedance recorded at A1 on 12/10/2016 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 notified exceedances of this ELV at A1 during Quarter 4 (October – December) 2016 under a single CCS3 score for S5N/16/83 confirmed above, in line with Annex 3 of our Compliance Classification Scheme [CCS] (version 3, 26 March 2013). The notifications for A1 which have been consolidated during Quarter 4 are listed below:

S5N/16/84 received on 24/10/16

S5N/16/85 received on 31/10/16

S5N/16/86 received on 07/11/16

S5N/16/90 received on 14/11/16

S5N/16/93 received on 06/12/16

BOS Plant

S5N/16/88: Schedule 5 Part A received 14 November 2016 (by email)

A10: BOS Plant Hot Metal Pouring Bay FEP

Permitted limit is 15.00mg/m3 as a daily mean

Part A operator comment: *It has been identified that there has been a period of time where there has potentially been inaccurate monitoring of the above emission point. This is from the restart of the plant following extensive work on 17th August, until being highlighted recently and confirmed today.*

The emission point itself has undergone significant work installing a new bag filter plant to drive down particulate levels from primary steel making. Following commission of the work, there has

been a visual response of data from the monitor, however on investigating the trend it is evident that the readings identified may not be representative of operations. There has been a spot sample taken on the emission point on the 8th Nov of 0.7mg/m³ (+/- 1.6) displaying compliance at the time. Further information will be supplied in the Part B.

We have discussed the introduction of this new daily mean ELV for particulates at A10 during other compliance interventions in 2016. NRW's findings are detailed in **CAR_NRW0025273** and **CAR_NRW0031151**.

NRW awaits further information from the operator (Schedule 5 Part B notification). Clarification is needed regarding the monitoring arrangements in place at A10. This will be investigated further by NRW as part of a compliance inspection at Port Talbot steelworks in 2017. Our findings will be detailed in a separate CAR form.

Surface waters

S5N/16/81: Schedule 5 Part A received 3 October 2016 (by email)

Weekly average for suspended solids recorded at emission point W1:

04/09/2016 – 10/09/2016: 44.60mg/l
11/09/2016 – 17/09/2016: 36.00mg/l
18/09/2016 – 24/09/2016: 42.29mg/l
25/09/2016 – 01/10/2016: 37.43mg/l

S5N/16/91: Schedule 5 Part A received 24 November 2016 (by email)

Weekly average for suspended solids recorded at emission point W1:

02/07/2016 – 08/07/2016: 50.80mg/l
09/07/2016 – 15/07/2016: 49.70mg/l
16/07/2016 – 22/07/2016: 83.20mg/l
23/07/2016 – 29/07/2016: 31.40mg/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 result.

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 has not received any Schedule 5 Part B information from the operator for these exceedances. We have however discussed the introduction of this new weekly average ELV for suspended solids at W1 during other compliance interventions in 2016. During these interventions, relevant information that would normally be included in a Part B was supplied by Tata. NRW's findings are detailed in **CAR 6116** and **CAR_NRW0031159**.

Following discussion with the operator during March 2016, NRW 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. This is confirmed in our email to Tata dated 21 March 2016.

At a higher level NRW is considering how it applies emission limits for certain water pollutants in environmental permits and it is considering its position on Biological Oxygen Demand (BOD) and

suspended solids monitoring requirements for discharges into the sea. Further information will be cascaded to Tata Steel during 2017 as NRW develops its position. In the meantime these exceedances at W1 will not be scored as non-compliant.

S5N/16/89: Schedule 5 Part A received 10 November 2016 (by email).

Unpermitted discharge at lower end of Betsi reed bed resulting in release of suspended solids to surface waters

Start time: on or before 09/11/2016

End time: on or before 10/01/2017

No emission limit values (ELVs) apply to emissions/releases at this location

Part A operator comment: *Creation of unauthorised release point from Tata operations following excavation/dredging of drainage ditches by Welsh Water*

Tata Steel was notified on the 08/11/16 by Welsh Water following reports of slag on the beach on the southerly side of the Harbour, which were thought to be due to surface run-off of slag. A site visit by Tata & Welsh Water representatives took place on the 09/11/16 to assess where the solids were coming from but discharge could not be viewed due to high tide.

(a) Discussions initiated with Welsh Water regarding the excavation of ditches and remedial short-term action(s)

(b) Welsh Water had placed straw-bales at the mouth of the pipe

(c) Assessment & samples taken at the discharge end of the pipe (beach end) at low-tide on the 10/11/16. Visual appraisal of the water was good (no suspended solids visible in flow though some settling out at edge of pipe mouth)

NRW has not received any Schedule 5 Part B information from the operator, but we have discussed this notification during a separate compliance intervention in 2016. During this intervention, relevant information that would normally be included in a Part B was supplied by Tata. NRW's findings are detailed in **CAR_NRW0026923**.

NRW is aware of an ongoing issue involving an excavated emergency/storm sewer overflow that crosses the steelworks. A silty discharge from this overflow onto the beach south of the deep water harbour has been identified and notified to NRW. NRW understands the excavation work was carried out by a contractor on behalf of Dwr Cymru Welsh Water (DCWW). DCWW retain an environmental permit to discharge sewage via this overflow in an emergency.

The overflow pipe at the bottom of the marsh/reed bed is now blocked and the silty discharge has stopped. The condition of the excavated area and the water levels are being monitored by Tata. Discussions between Tata and DCWW have been ongoing to resolve this issue and agree corporate responsibilities in respect of managing the storm/emergency overflow. NRW is monitoring the situation to ensure both companies comply with their respective environmental permits.

S5N/16/92: Schedule 5 Part A received 05 December 2016 (by email)

Weekly average for total hydrocarbons recorded at emission point W1:

27/11/2016 – 03/12/2016: 6.00mg/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.

Part A operator comment: *To be investigated*

NRW awaits further information from the operator (Schedule 5 Part B notification).

After applying the appropriate measurement uncertainty factor, this marginal exceedance remains within the permitted limit of 5.00mg/l. No non-compliance (CCS) score has been applied to this particular event.

S5N/16/95: Schedule 5 Part A received 12 December 2016 (by email)

Weekly average for total hydrocarbons recorded at emission point W1:

04/12/2016 – 10/12/2016: 7.80mg/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.

Part A operator comment: *To be investigated*

NRW awaits further information from the operator (Schedule 5 Part B notification).

After applying the appropriate measurement uncertainty factor, the exceedance recorded at W1 on 12/12/2016 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.

No consolidation of scores for exceedances at W1 during Quarter 4 (October – December) 2016 has been necessary.

Coke Ovens

UR/16/87: Schedule 1 Part A received 9 November 2016 (by email)

Monthly mean (average) Door Leakage Control Factor (DLCF) and Top Leakage Control Factor (TLCF) recorded at emission point A54:

October 2016: 85.90% (Doors)

October 2016: 94.00% (Tops)

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%)

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.

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.*

NRW has not received any Schedule 5 Part B information from the operator for these exceedances. We have however discussed the introduction of the new DLCF and TLCF limits at A54 during other compliance interventions in 2016. During these interventions, relevant information that would normally be included in a Part B was supplied by Tata. NRW's findings are detailed in **CAR 6103** and **CAR_NRW0025273**.

The exceedances for DLCF and TCF recorded at A54 during October 2016 are non-compliant with the permit limits and Condition 3.1.2. The operator has submitted a compliance plan to NRW outlining how it will improve operations and infrastructure at Morfa Coke Ovens and bring emissions back into compliance with the permit. NRW has accepted this compliance plan and we have therefore **suspended two CCS Category 3 scores** recorded in response to this non-compliance. This approach and timescales for compliance are discussed later in this report.

We have assessed and consolidated all notified exceedances of these ELVs at A54 during Quarter 4 (October – December) 2016 under two suspended CCS3 scores for S5N/16/87 confirmed above, in line with Annex 3 of our Compliance Classification Scheme [CCS] (version 3, 26 March 2013). The notifications for A54 which have been consolidated are listed below:

UR/16/94 received on 12/12/16

UR/17/02 received on 11/01/17

Compliance plans

The operator has voluntarily submitted the following compliance plans to NRW in relation to breaches of the permitted ELVs at the Coke Ovens:

- Coke Oven Doors plan – submitted 01/08/2016
- Coke Oven Tops plan – submitted 01/08/2016

The submitted Coke Ovens Doors plan outlines the steps Tata will take to achieve compliance with the relevant ELV (DLCF) at emission point A54.

The submitted Coke Ovens Tops plan outlines the steps Tata will take to achieve compliance with the relevant ELV (TLCF) at emission point A54.

NRW is able to suspend CCS scores for ELV breaches associated with the above emission points for a maximum of **6 months** while an operator is working towards compliance (see Principle 5 and Annex 4 of our Compliance Classification Scheme [CCS] (version 3, 26 March 2013). Where a non-compliance is so complex that it requires longer than six months to rectify then we shall recommence active scoring after six months so as to reflect our ongoing effort at the site. If compliance cannot be achieved within 6 months, then all suspended scores will be unsuspended and will count toward the operator's compliance rating.

We have decided to **suspend** compliance scores for ELV breaches during Quarter 4 2016 at emission point **A54 (DLCF and TCF)**. The compliance situation for Coke Ovens doors and tops will be reviewed at the end of February 2017.

Summary and actions required

Our assessment of notifications received during Quarter 4 2016 has concluded **two CCS**

Category 3 breaches of the operator's permit conditions have occurred in response to exceedances of permitted emission limit values (ELVs).

A **Warning** has been issued to the operator in response to the two CCS3 breaches identified in this CAR form.

Following submission of compliance plans to NRW on 01/08/16, we have decided to **suspend** two CCS Category 3 compliance scores for ELV breaches during Quarter 4 2016 at emission point **A54 (DLCF and TLCF)**. The compliance situation for Coke Ovens Doors and Tops will be reviewed at the end of February 2017.

It is recognised that the impact of the EC Industrial Emissions Directive (IED) and the introduction of new BAT-AELs for Sinter plant and BOS plant point source emissions has led to increased breaches of daily mean ELVs for particulates. The 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 in Wales but we remain committed to working with Tata Steel to improve the environmental performance of Port Talbot steelworks.

Weekly notifications have been agreed with Tata Steel for any exceedances of the ELVs at A1, A10, A14 and A16 (particulates daily mean). Monthly notifications have been agreed for any exceedances at W1 (suspended solids weekly average).

Clarification is needed regarding the monitoring arrangements in place at A10. This will be investigated further by NRW as part of a compliance inspection at Port Talbot steelworks in 2017. Our findings will be detailed in a separate CAR form.

Further information will be cascaded to Tata Steel during 2017 as NRW develops its position on suspended solids discharges into the sea.

Discussions between Tata and DCWW have been ongoing to resolve the discharge issues and agree corporate responsibilities in respect of managing the storm/emergency overflow that crosses the steelworks. NRW is monitoring the situation to ensure both companies comply with their respective environmental permits.

[ENDS]

EPR Compliance Assessment Report

**Report ID:
CAR_NRW0027094**

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

Site	Port Talbot Steel Works EPR/BL7108IM	Permit Ref	BL7108IM
Operator/Permit holder	Tata Steel UK Limited	Date	31/12/2016

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.

In respect of the above non-compliance you have been issued with a warning. At present we do not intend to take further enforcement action. This does not preclude us from taking additional enforcement action if further relevant information comes to light or offences continue.

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	24/02/2017
E1	C3	Bring permitted operations back into compliance with ELV. IGNORE ACTION DATE - not applicable	24/02/2017
E1	C3	Bring permitted operations back into compliance with ELV. IGNORE ACTION DATE - not applicable	24/02/2017
E3	C3	Bring permitted operations back into compliance with ELV. IGNORE ACTION DATE - not applicable	24/02/2017

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.