Cyfoeth Naturiol Cymru
Natural Resources Wales

Compliance Assessment Report

Report ID: CAR_NRW0026625

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

Site	Pembroke Power Station	Permit Ref	DP3333TA		
Operator/Permit holder	RWE Generation UK Plc				
Regime	Installation				
Date of assessment	18 October 2016	Time in	09:40	Out	14:35
Assessment type	Inspection				
Parts of the permit assessed	See below				
Lead officer's name	Karen Dunn	Accompanied by	N/A		
Recipient's name/position	Ben Williams – Lead Environmental Engineer	Date issued	9 November 2016		

Section 1 – Compliance Assessment Summary

This is based on the requirements of the permit under the Environmental Permitting Regulations. 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	
B1 - Infrastructure - Engineering for prevention and control of emissions	N	
B2 - Infrastructure - Closure and decommissioning	N	
B3 - Infrastructure - Site drainage engineering (clean and foul)	N	
B4 - Infrastructure - Containment of stored materials	N	
B4 - Infrastructure – Plant and equipment	N	
C1 - General Management - Staff competency/training	A	
C2 - General Management - Management system and operating procedures	A	
C3 - General Management - Materials acceptance	N	
C4 - General Management - Storage, handling labelling, labelling and Segregation	N	
D1 - Incident Management - Site security	N	
D2 - Incident Management - accidents, emergency and incident planning	N	
E1 - Emissions - Air	N	
E2 - Emissions - Land and groundwater	N	
E3 - Emissions - Surface water	N	
E4 - Emissions - Sewer	N	
E5 - Emissions - Waste	N	
F1 - Amenity - Odour	N	
F2 - Amenity - Noise	N	
F3 - Amenity - Dust/ fibres/ particulates/ litter	N	
F4 - Amenity - Pests/birds/scavengers	N	
F5 - Amenity - Deposits on road	N	
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	N	
G3 - Monitoring and Records, Maintenance and Reporting - Maintenance records	N	
G4 - Monitoring and Records, Maintenance and Reporting - Reporting and notification to Natural Resources Wales	N	
H1 - Resource Efficiency - Efficient use of raw materials	N	
H2 - Resource Efficiency - Energy efficiency	N	

KEY: See Section 4 for breach categories, suspended scores will be indicated as such.
A = Assessed or assessed in part (no evidence of non-compliance), **N** = Not Assessed, **X**= Action only

Number of breaches recorded	0	**Total compliance score** (see section 5 for scoring scheme)	0

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 (e.g. 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 including:
  - details of advice given;
  - any other areas of concern;
  - any actions requested;
  - any examples of good practice;
  - a reference to photos taken.

This was a pre-arranged visit and an agenda was provided just prior to the visit.

Representatives:

Ben Williams – Lead Environmental Engineer

Agenda:

Actions / Recommendations from previous CAR form (reference 6112)
Permit Condition 1.1.1 – Objectives and Targets within Environment Management System and Status of Environment Management System

Points for discussion:

'A' inspection update – Additional staff/ contractors
Condition 2.3.10 – Discussion on the requirement of this permit condition
MCERTS Audit update
JEP – Party to the Water Walking Group
Effluent treatment plant
Foam update – High tides over the weekend / complaints
Annual monitoring reports
AOB

Introduction

The visit began with a brief overview on current operational activity. In brief the power station has mainly been operating under a base load regime since the summer with occasional two shifting. The main impact on operations has been the planned maintenance and servicing programme or 'A' inspections on the five units. The majority of the inspections are now complete and at the time of the visit there was one left to go. This visit was a routine audit that mainly took a broad approach with an in depth look in respect of permit condition 1.1.1 and the provision of an Environment Management System and associated environmental objectives and targets.

Objective 1 – To review the actions / recommendations from previous CAR form (reference 6112) with the operator.

The audit began with a review of any actions / recommendations placed on the operator by NRW since the last visit. Two recommendations were made and these have been replicated below for ease of reference. The operator was able to advise that both recommendations have been taken on board. Immediately following the visit Chris Harding the station chemist was made aware of the recommendation for consideration within the chemical awareness training. It was also advised that although PEB/LP/ENV/3110 is yet to be updated it is acknowledged that clarification is required of when an IBC should be fixed down for transportation on a flatbed 'over long distances' i.e. stores to unit 51 for example.

Recommendation: Operator to consider environmental considerations, if by means of a refresher and not covered elsewhere, in the chemical awareness training i.e. reference to the environmental permit consequences for the environment in the event of a spill, need for containment, drainage cover during deliveries etc.

Recommendation: Operator to consider a review of the wording of PEB/LP/ENV/3110 in order to make it clear when an IBC should be fixed to a flatbed i.e. what constitutes a long distance is it to unit 51 from the stores or the power station intake or off site.

Objective 2 – To audit the site against permit condition 1.1.1 with a focus on the objectives and targets within the sites Environment Management System and certification status.

In a recent local liaison committee (LLC) meeting the operator advised the community that the power station is maturing and with that the capability and expertise in house. With that in mind this objective sought to explore the status of the Environment Management System (EMS) on site and progress towards it's certification to (the International Organisation for Standardisation) EN ISO14001:2015 status.

The power station became operational in 2012 and the operator has been working to a site specific EMS which has been developed and maintained. It is understood that the work towards certification status of the EMS was impacted upon by the stations first major shut down or 'C inspections' which was a work priority. As the operator moves into the final stages of the 'A' inspections and further development of in-house expertise the regulator considered it prudent to explore the operator's plans for the EMS.

The application linked to the environmental permit was reviewed with the operator to establish what was initially proposed to meet permit condition 1.1.1. On review of the application it states that the 'station will work towards accreditation to ISO 14001 once operational'. It was established during this visit that this was still the operator's intention so a question was raised on the timeline for seeking certification.

The operator provided an update regarding RWE Generation UK Plc's proposal to develop a central corporate EMS to the EN ISO14001:2015 standard. The EMS will be distributed to all UK power stations with local implementation documents and procedures continuing to be maintained for anything site specific. The operator was able to demonstrate the proposed format of the EMS through the Pembroke Asset Management System (PAMS) and how the Local Procedures (LP) will fit into the corporate system as well as the local implementation records.

Environmental permit condition 1.1.1 requires the operator manage and operate the activities in accordance with a written management system etc:

1 Management

1.1 General management

1.1.1 The operator shall manage and operate the activities:

(a) in accordance with a written management system that identifies and minimises risks of pollution, including those arising from operations, maintenance, accidents, incidents, non-conformances, closure and those drawn to the attention of the operator as a result of complaints; and

(b) using sufficient competent persons and resources.

1.1.2 Records demonstrating compliance with condition 1.1.1 shall be maintained.

1.1.3 Any person having duties that are or may be affected by the matters set out in this permit shall have convenient access to a copy of it kept at or near the place where those duties are carried out.

In respect of permit condition 1.1.1 (replicated above for ease of reference) a more in depth approach was taken and the operator was asked to demonstrate the objectives and targets within the management system.

NB/ please note that this is in line with the ISO14001:2004 standard. It is understood that in the updated or 2015 version it refers to Environmental Objectives only. It is understood that this change will be considered as part of the development of a corporate management system which will be developed to the new standard.

The key changes to the new standard (EN ISO 14001:2015) are:

- Increased prominence of environmental management within the organisation's strategic planning processes;
- greater focus on leadership;
- addition of proactive initiatives to protect the environment from harm and degradation, such as sustainable resource use and climate change mitigation;
- improving environmental performance added
- lifecycle thinking when considering environmental aspects;
- addition of a communications strategy.

The updated and re-vised standard also follows a common structure with the same terms and definitions as a number of other management standards e.g. ISO 19001. It is understood that this will help organisations which choose to operate a single or integrated management system to meet two or more standards simultaneously.

Objectives and Targets

The calendar year 2016 Objectives and Targets for the Pembroke Power Station were shared and reviewed with the operator during this audit. The operator was able to demonstrate how the objectives had been compiled with each aspect, programme, indicators and those responsible for overseeing the work considered. Progress against each objective had been made and a discussion held over those that had been identified for 2016. Consistency with the Environmental policy wasn't assessed as part of the review however they were clearly measureable, monitored and updated. A copy of the Environmental Objectives and Targets for 2016 was provided during the audit and has been replicated below for reference:

Pembroke POWER STATION RWE The energy to lead

PEMBROKE POWER STATION ENVIRONMENTAL OBJECTIVES AND TARGETS 2016

Aspect	Objective	Target	Programme	Indicators	Responsible Person(s)	Environmental Contact
Waste	Continue to improve the level of Duty of Care around waste disposal and improve waste storage on site.	Well maintained and managed waste storage areas on site. Improved knowledge of disposal sites.	Complete audit of waste storage locations on site. Award a new waste management contract. Engage with the new contractor to gather the required duty of care information	Team identified to complete the waste improvements. Plan the programme. Complete site audit of waste handling areas. Produce and implement an improvement plan. Engage with procurement to award waste management contract. Identify and engage with the relevant people in the waste company following contract award.	Mark Jones/ Jason Morse/ Ben Williams/ Dafydd Williams	Ben Williams/ Dafydd Williams
Release of CW to the Haven	Reduce foam production to an acceptable level.	Reduce foam production to an acceptable level.	Resolve engineering issues with ACE. Complete installation of the equipment. Optimise the system and integrate its operation into station operation.	Resolution meeting held and action plan produced. Installation complete. System handed over operation department.	Tony Barnett/ Gareth Colven	Ben Williams
CW Abstraction: Marine Life Impact/ CW discharge: TRO and Temp	Enhance the robustness of the suite of monitoring reports from the Haven monitoring programme.	Produce reports that consider the recommendations of NRW and an independent external reviewer.	Meet with NRW and discuss their comments on the previous years reports. Commission independent external review. Work with Jacobs, considering any recommendations, to enhance the monitoring reports.	Meet with NRW. Receive independent external review report. Discuss the findings with Jacobs and agree an enhancement plan.	Ben Williams / Neil Edwards / Jacobs / Dafydd Williams	Ben Williams
All	Continue to improve the EMS.	Complete the Legal register and Aspects register.	Complete Legal register by end June. Complete Aspects register alongside the AMD process.	Complete compliance assessment of remaining legislation. Review aspects register to evaluate whether operational controls are sufficient. Identify a improvement areas.	Dafydd Williams/ Ben Williams	Dafydd Williams
All - Emergency	Assess the sites emergency response.		Plan multi agency exercise to include emergency services and site staff. Undertake the exercise. Review and identify areas of improvements.	Exercise planned. Exercise undertaken. Exercise reviewed and lessons learned documented.	Gethin Mills	Dafydd Williams
All	Optimise the maintenance regimes for significant environmental aspects.	Use aspects register to feed into the review of AMDs.	Identification of critical environmental equipment. Discuss with review coordinator what's required. Input to AMD reviews. List of PMs on critical environmental equipment.	List of critical environmental equipment produced. Meeting held to discuss review. AMD reviews complete with environmental input. Updated significant environmental aspects register.	Dafydd Williams/ Phil Deakin	Dafydd Williams
All	Ensure all staff (RWE and term contractors) are aware of the sites and their environmental responsibilities	Undertake refresher/ initial training with all staff	Review the existing training package and revise appropriately. Set up a training session with all teams and contractors. Deliver training as required.	New training package written. Appointments made with all teams. Training delivered.	Dafydd Williams/ Ben Williams	Ben Williams

The main objective for the NRW combustion sector is in respect to compliance with the recently reviewed permits and the requirements of the Industrial Emissions Directive (IED). The sector operates under Chapter III Large Combustion Plant (LCP) provisions of IED and the power station permit was varied at the end of December 2015 to reflect any change. To date the operator has an excellent compliance record against their IED permit for the Pembroke Power Station.

Objective 3: To gain an update on the Foam Reduction Project following corrective actions to the system and recent enhanced tides.

Following the discovery of damage to the gate runners in the seal pit these have now been fixed and the actuators that torqued out replaced. The aim of the gates when fully commissioned is to raise and lower the level of the cooling water falling over the weir in the seal pit. The project will move into the optimisation stage following the re-commissioning of the gates and associated actuators etc. using software to operate the automated system. There is a fail-safe built into the system in the event of a problem the back stop will be for the gates to open to prevent the power station from flooding. This is a critical element to the project and the optimisation is key to account for all operational and tidal conditions

During the weekend prior to the audit enhanced spring tides were experienced in the area, however no complaints were received by NRW or the operator. A discussion was held over the weather conditions in combination with the enhanced tides and it was considered that due to the wind direction any foam generated would have dispersed on the tide. The operator explained that there is a camera on the discharge point and this can be actively monitored from the station network and this was demonstrated at the time of the visit.

NRW acknowledges and welcomes all the work the operator has undertaken on the Foam Reduction Project to date and looks forward to when it is fully operational and the optimisation of the system has been completed.

The operator also explained the intake was also currently under 24 hour surveillance due to the enhanced tides coinciding with the annual shedding of eelgrass leaves (Zostera marina behaves as an annual plant, shedding its leaves in winter (Jacobs 1982)). Historically this event has resulted in the tripping of the power station so the operator mans the intake during this period on a 24 hour surveillance to prevent the intake from blocking.

Objective 4: To review with the operator a number of areas of discussion in respect of routine operational and environmental permit matters.

'A' inspection update – Additional staff/ contractors

During the 'C' inspections the operator saw numerous additional staff and contractors on site to undertake the first major shut down for maintenance and service of the turbines etc. within each of the five units. Although the 'A' inspections have not seen as large an increase in the 'head count' questions were asked of the operator in respect of:

- the fluctuation in staff/contractor numbers on site in respect of the efficiency of the on-site sewage treatment plant;
- any issues identified as a result of a change in flow in meeting the parameters outlined in improvement condition (IC 7) linked to the environmental permit.

The operator demonstrated how the 'head count' is monitored on site and this information is used for the effective management of the sewage treatment plant. The number of people on site has fluctuated during the 'A' inspections but not at the levels experienced during the first major shut-down. The tankering of sewage took place in periods of high demand during the 'C' inspections and a discussion was held over the distance it had to be transported for treatment. However there hasn't been a need to tanker sewage for off-site treatment during the 'A' inspections. The sewage plant is carefully managed at the station and the meeting of the parameters hasn't been an issue as a result. However, the operator is considering improvements to the system to accommodate the larger 'head count' experienced during the major maintenance and service periods that will take place in the future.

Recommendation: Should the operator update the on-site sewage treatment facility to accommodate the additional staff and contractors on site an MCERTS flow meter will need to be installed on the discharge.

During the last audit aspects of training were explored with the operator. A question was raised during this visit over the provision of the environmental induction for the additional staff and contractors at the power station during maintenance periods. The operator explained that the technical officer (TO) has overall responsibility throughout the contract following the review of the specification relating to Health and Safety and the Environment. Environmental considerations on site also form part of the pre-contract commitment meeting.

All staff at the power station receive half a day of environmental training. Environment awareness training in respect of the site is undertaken as part of the induction but is mainly undertaken through the work contract. The 'C' inspections was the exception however as the Alstom / now GE contract specifications were reviewed

and deemed appropriate giving the operator confidence that environmental awareness had been addressed. During the construction of the power station however this was jointly delivered between the operator and the then Alstom to what was around 2,000 staff and contractors on site.

The operator also explained that inspections are undertaken on a daily basis with members of both the health safety and environment side of the business, as a minimum undertaking a visual walk over the site. Furthermore all staff are encouraged to be vigilant in respect of Health Safety and the Environment.

Action: Operator to provide high level breakdown of the inspection regime which runs on a rolling program A, B, C etc. for NRW awareness.

Permit requirement in respect of condition 2.3.10

A discussion was held in respect of the requirement outlined by 2 bespoke conditions in the environmental permit which have been replicated below for ease of reference:

2.3.10 The Operator shall:

- review their hydrodynamic modelling in light of the identified best available climate change projections by 31 December 2017 and every 6 years thereafter unless otherwise agreed by Natural Resources Wales. The review shall assess whether any changes are necessary to the manner in which the activities are carried out or to this permit. The results of the review, including any changes assessed and their likely impact, shall be reported to Natural Resources Wales in writing within 2 months of each review; and
- implement any appropriate measures identified by the review in accordance with Natural Resources Wales' written approval.

A review of the wording of the permit condition, decision document (DD page 59) and appropriate assessment (AA page 84) was made with the operator. The appropriate assessment refers to the following reference:

Pembroke B CCGT Modelling Report: Long Term Temperature Time Series Analysis Appendix 6.3 All.4 2007

This is considered a key document in respect of the requirement in condition 2.3.10 in the review of the hydrodynamic modelling. The consolidated environmental statement linked to the environmental permit also discusses the hydrodynamic modelling. At that time of permit UK climate change projection data set and scenarios for 2002 were used (UKCP02). A discussion was then held over the most up to data as UKCP2009 data is referred to in the annual temperature monitoring report. The operator advised that the next UK climate change projection set is due 2018 and a discussion was held over the timing of this in respect of the deadline in the condition.

A question was raised over the surface temperatures of the sea forecast outlined in both the AA and the DD. Projections of change in the marine and coastal environment has indicated:

- The shelf seas around the UK are projected to be 1.5 to 4°C warmer and ~0.2 practical salinity units (p.s.u.) fresher (lower salinity) by the end of the 21st century. The strength and period of summer stratification is projected to increase in the future.

UK Climate Projections: Briefing report version 2 December 2010.

The operator will consult internally on the requirement to review the hydrodynamic modelling in respect of the most up to date UK climate projections and get back to NRW in due course.

Update on the recent MCERTS audit.

Just prior to the visit on the 10 October 2016 the operator received a routine MCERTS audit in respect of the self-monitoring of flow at the station from SIRA. A brief discussion was held over the findings of the audit and the previously agreed calculation of flow through pump running times as outlined in IC7 linked to the environmental permit (please refer to NRW recommendation above should the sewage treatment plant be subject to change). The summary from the SIRA report has been replicated below:

The Operator generates electricity from gas and utilises 10 clamp-on ultrasonic flow meters for the measurement of cooling water and boiler blow-down and 1 electromagnetic flow meter for water treatment plant effluent. The sewage treatment plant final discharge is calculated from pump running times.

This audit identified good understanding and commitment to the effective management of flow monitoring in accordance with the Minimum Requirements.

No areas of weakness were identified and internal MCERTS audits appear to be an effective process for the identification of any areas of weakness that should arise.

The auditor was able to advise based on the findings of the audit that the frequency of inspections had been extended to 24months from an annual visit.

Action: Operator to provide a copy of the most recent MCERT audit undertaken at the power station for NRW records. **COMPLETE**

Joint Environmental Programme (JEP) – Water Working Group

The operator has questioned NRW participation in the JEP Water Working Group. KD raised this matter internally through the Combustion Sector Lead (Tony Leakey) and Karl Shepherd (Combustion representative in NRW Knowledge Strategy and Planning team). Currently NRW doesn't attend the group and this is currently being discussed internally.

Annual Monitoring Reports

On the 5 August 2016 the operator submitted their annual environmental monitoring reports to NRW. At the time of the visit the reports were under review by the NRW marine team.

Conclusion

No breaches of the environmental permit were identified in the areas visited by this audit. The visit mainly sought to discuss a number of on-going matters concerning the site. This ranged from an update on the foam reduction project, specific permit condition requirements relating to the hydrodynamic modelling in respect of climate change and a recent MCERTS audit etc. An in-depth approach was then taken in respect of the 2016 Objectives and Targets within the sites Environment Management System (EMS). All the Objectives and Targets although not compared with the latest policy statement were measurable, monitored and progress was evident which was commendable. Also RWE Generation UK Plc has proposed to develop a corporate EMS which will link to the local procedures and NRW looks forward to its certification to the updated standard (EN ISO 14001:2015) for use at the Pembroke Power Station.

[END]

Cyfoeth Naturiol Cymru Natural Resources Wales	**Compliance Assessment Report**	**Report ID:** **CAR_NRW0026625**

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

Site	Pembroke Power Station	Permit Ref	DP3333TA
Operator/Permit holder	RWE Generation UK plc	Date	9 November 2016

Section 3 – Enforcement Response **Only one box should be ticked**

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.

Other than the provision of advice and guidance, at present we do not intend to take further enforcement action in respect of the non-compliance identified above. This does not preclude us from taking enforcement action if further relevant information comes to light or advice isn't followed.	
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.	
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 Categ**	**Action required/ advised**	**Due Date**
See Section 1 above			
-	-	**Recommendation:** Should the operator update the on-site sewage treatment facility to accommodate the additional staff and contractors on site an MCERTS flow meter will need to be installed on the discharge.	N/A
-	-	**Action:** Operator to provide high level breakdown of the inspection regime which runs on a rolling program A, B, C etc. for NRW awareness.	Prior to the next inspections.
-	-	**Action:** Operator to provide a copy of the most recent MCERT audit undertaken at the power station for NRW records. **COMPLETE**	N/A

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 (e.g. 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 reports should not be released to the public register(s) on the grounds of commercial confidentiality, you must write to your local area office within twenty 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.