

Compliance Assessment Report CAR_NRW0040194

Permit being assessed: AC0091501

For: Cwmteillery Water Treatment Works, held by DWR CYMRU CYFYNGEDIG

At: Cwmteillery Water Treatment Works, Reservoir House, Cwmteillery, UNKNOWN, NP13 1LR.

Type of assessment carried out: Report/Data Review, Reason: Incident Response (Incident number: 2205497).

On 01/08/2022.

Parts of permit assessed: Discharge activities

NRW Lead Officer: Elis Nuttall.

Report sent to: Dŵr Cymru Cyfyngedig, Operator, on 03/10/2022.

1. Summary of our findings (full details in section 4)

Part of permitted activity assessed (criteria)	Assessment result	Permit condition
WQ-C1 - Emissions and monitoring - Emissions to water	C3 Minor	3.1.1 The limits given in schedule 3 table S3.1 shall not be exceeded.

Result types are explained in more detail in the 'Important Information' section below.

2. What action is required?

Criteria	Action needed	Complete by
WQ-C1	Stop all operations until maintenance issues can be resolved. Ensure NRW are informed of any changes to discharge volumes and parameters. Ensure discharge returns to consent limits as soon as practicable.	15/08/2022

Action criteria codes are listed in the 'Important information' section below.

3. What will happen next?

Any non-compliance we have identified and recorded on this form is an offence. It can result in criminal prosecution and/or suspension or revocation of your permit.

At this time, we do not intend to take any further action.

This statement does not stop us from taking additional enforcement action if further relevant information comes to light or offences continue.

4. Details of our assessment

Introduction

This report details the audit undertaken in response to a self-report made by Dwr Cymru

Welsh Water (DCWW) on 28/07/2022 at 16:57 regarding raw water quality at Cwmtillery Water Treatment Works, permit reference number EPR-AC0091501.

It is noted that officers did not physically attend site due to the operator taking the appropriate steps to mitigate the issue and providing up to date information to Natural Resources Wales Cyfoeth Naturiol Cymru (NRW). The regulating officer responsible for this incident and report is Elis Nuttall (EN).

To remind the company following each visit/audit Natural Resources Wales will produce a Compliance Assessment Report (CAR) detailing our comments from the inspection. If we substantiate reasonably foreseeable risks or actual impact to the environment, we can breach the business against your permit conditions which can affect your site banding and annual subsistence fees; this is scored on a Category 1 - 4 basis:

- 1 - Major, serious persistent and/or extensive impact on the environment/people/property
- 2 – Significant impact or effect on the environment/people/property
- 3 – Minor impact or effect on the environment/people/property
- 4 – A non-compliance which has no potential environmental effect

Permit History

See below extract regarding the permit history of EPR- AC0091501 for Cwmtillery Water Treatment Works, Reservoir House, Cwmtillery, NP13 1LR.

Status log of the permit		
Description	Date	Comments
Application AC0091501/V002 (variation and consolidation)	Duly made 09/03/2017	Application to increase daily discharge volume and add aluminium sulphate dosing
Variation determined AC0091501	27/06/2017	Varied and consolidated permit issued in modern condition format

Permit Breaches

Below are permit breaches that were identified during the site inspection.

1. **CATEGORYC3 BREACH – PERMIT CONDITION 3.1.1** – 3.1.1 The limits given in schedule 3 table S3.1 shall not be exceeded.

NRW received a self-report (SAP Ref 316249274) on the 28/07/2022 at 16:57 noting that Cwmtillery Water Treatment Works were exceeding their consented discharge to 300m³/day due to raw water quality following prolonged period of dry weather resulting in increased filter washing on site. It was noted this was because algae were blocking the filters.

The operator will note that their consented maximum daily discharge volume is 150 m³/day as noted in Table S3.1 of the permit (Point Source emissions to water (other than sewer) –

emission limits and monitoring requirements.

As a result, this activity has been scored using the appropriate CCS guidance.

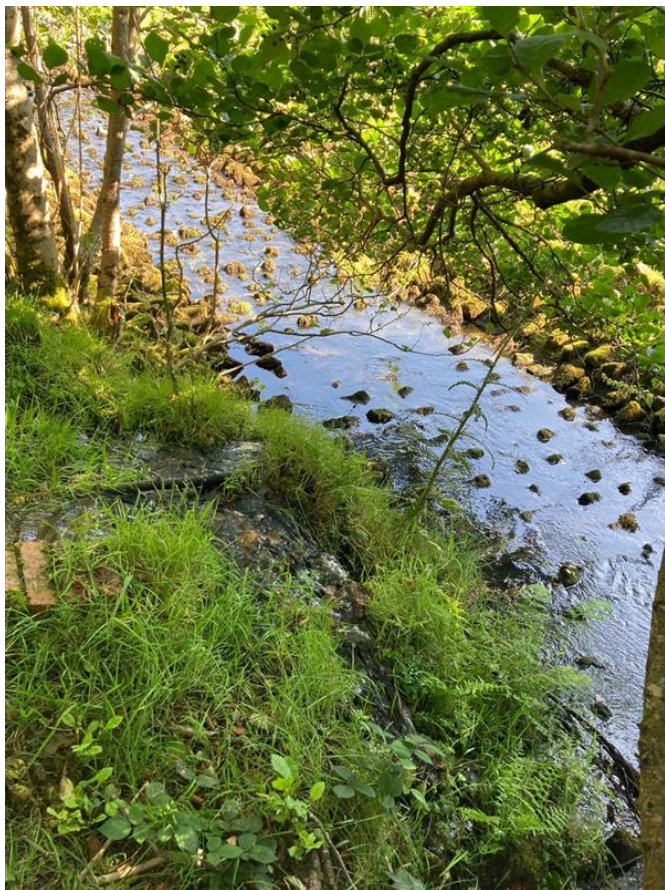
A dialogue was opened between DCWW and NRW for further updates on this issue. Please see below for a log of these communications and details shared.

Log of communications

1. Update 1 received on 29/07/2022 at 16:11.

- Update 1 - Photos of watercourse supplied via email
- Latest readings - Al = 0.03mg/l. Cl = 0.00mg/l Turbidity = 1.67 pH = 7.18

***It is noted that these parameters fall within the site's consented levels as outlined in table S3.1.**



Upstream of discharge point.



Downstream of discharge point.

Officer EN asked for update on 4/08/2022

2. Update from Jamie Hopkins received on 5/08/2022

- I've spoken with the local operations team, and we're currently reviewing raw water quality and works performance to assess when we can reduce filter washing, and thus lagoon discharge, on a daily basis. At the moment there is still a heavy algal cell burden on the works which has prevented reductions in filter washing, however a further update will be issued once filter washing frequency can be reduced.

3. Update from Jamie Hopkins received on 10/08/2022

- I can confirm that the additional discharge is ongoing and will be continuing until the algae levels in the raw water reservoir decrease. As the algae levels are far in excess of what would be considered normal for the works this is resulting in additional chemical dosing to produce water of acceptable quality to distribute to customers. As a result this presents an additional challenge to the onsite filters, which requires these filters to be washed more frequently than normal to remove the additional solids and thus creates additional effluent. There are quality checks

carried out five times per week which are demonstrating the site remains in compliance in terms of quality.

- The root cause of this is the high algal cell loading on the works, and there is a safeguard action plan in place with deliverables due throughout this Asset Management Period. One of my colleagues in the catchment team has confirmed that this action plan has been agreed with NRW.

4. Final update from Cwmtillery WTW received on 31/08/2022

- Works shutdown at 15:00 30/08/2022 due to the extensive filter loading caused by the elevated Algae challenge on the Raw reservoir. Customers kept in supply through rezoning of network via other WTW assets. Decision to be made on Algae levels drop off when to restart works. Excess plant filter washing is now back within consent limits.

5. Further update from Darren Reeve on 01/09/2022

Officer EN took a call from Darren Reeve at 13:55 noting that operators had to turn the works off due to further complications. The following was outlined in a follow up email:

- As discussed on phone, Cwmtillery Water Treatment Works is now currently offline due to the works no longer being able to effectively treat the High Algae level water experienced in our impounding reservoir. We would not look to return the works to service until we are satisfied that the Algae levels have dropped to enable the effective treatment at the site. As far as the WATPOL that was generated, it detailed the increased MCERT flow due to increased filter washes and as such we are now back within our permit limits.
- If required when the works returns to service, it may be beneficial for you to come to site to see the works and to better explain the issues we were facing. I will engage with my Catchment colleagues for an update on who within NRW they are working with regarding the long-term solution limiting Algae formation on the raw water reservoir.

Based on the above, the regulating officer is happy that the operators of Cwmtillery Water Treatment Works have taken all appropriate actions to attempt to rectify the issues present on site. This is reflected in no further actions required regarding enforcement. However, this breach will be recorded and categorised as C3 - A non-compliance which could have a minor environmental effect.

Officer Elis Nuttall closed the report at 14:00 on the 01/09/2022.

If you have any issues with this report, please contact Elis Nuttall on elis.nuttall@cyfoethnaturiolcymru.gov.uk.

Thank you,

Elis Nuttall.

In this document 'Natural Resources Wales' means the Natural Resource Body for Wales established by Article 3 of the Natural Resources Body for Wales (Establishment) Order 2012.

If you have any queries about this report, or to discuss completion of any actions, please contact the NRW Officer named above.

Important information

Legal status of this report

Your permit is issued to you under the Environmental Permitting Regulations. You have a responsibility to comply with the conditions of your permit and prevent pollution/harm to the environment. You must also ensure that you comply with any other relevant legislation that may apply to your site's operations.

This report explains the findings of our assessment and any action you are required to take. We categorise non-compliance using our guidance for assessing non-compliance at regulated sites.

When we find potential non-compliance/s we will normally give you advice on how to maintain compliance.

To correct non-compliance, we may:

- require you to take specific actions
- issue a notice
- review the conditions of your permit.

Any advice and guidance we give will be without prejudice to any other enforcement response that we consider may be required.

Assessment results and non-compliance categories (used in section 1):

Assessment result	Description
Assessed (A)	Assessed or assessed in part, no evidence of non-compliance found
Action only (X)	Action only relating to the activity assessment
Ongoing (O)	Ongoing non-compliance, not scored

Non-compliance category	Description
C1 Major	Potential to have a major, serious, persistent and/or extensive impact or effect on the environment, people and/or property
C2 Significant	Potential to have a significant impact or effect on the environment, people and/or property
C3 Minor	Potential to have a minor or minimal impact or effect on the environment, people and/or property
C4 No environmental impact	Non-compliance at a regulated site that cannot foreseeably have any impact on the environment, people and/or property

If your assessment result in Section 1 is suspended, what does this mean?

In line with our guidance, we may suspend non-compliance for up to six months to allow time for remedial action to be taken. These will be re-instated if the action is not completed.

Full list of water quality action criteria (used in section 1 and 2):**WQ A: Management**

- WQ-A1 General management

WQ B: Operations

- WQ-B1 Permitted activities
- WQ-B2 The site
- WQ-B3 Operating techniques
- WQ-B4 Improvement programme
- WQ-B5 Pre-operational conditions

WQ C: Emissions and monitoring

- WQ-C1 Emissions to water
- WQ-C2 Emissions to land
- WQ-C3 Emissions of substances not controlled by emission limits
- WQ-C4 Installation of monitoring boreholes

WQ D: Information

- WQ-D1 Records
- WQ-D2 Reporting
- WQ-D3 Notifications

Enforcement response

Any permit condition non-compliance is an offence and we may take legal action against you. Action we take can include prosecution, serving a notice on you and/or suspension or revocation of your permit. See our Enforcement and Sanctions Guidance for further information.

Data protection notice

You should make sure that anyone named in this report knows that the information it contains will be processed by Natural Resources Wales to fulfil its regulatory and monitoring functions and to maintain the relevant public register(s).

We may also use and/or disclose the report in connection with:

- offering or providing you with our literature or 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 our service
- Freedom of Information Act or Environmental Information Regulations requests.

We may also pass it on to our agents or representatives to do these things on our behalf.

Disclosure of information – this report will be available to view on-line

If you think this report contains commercially confidential information that should not be placed on our public register, you must contact your local Natural Resources Wales office within **fifteen working days** of receiving this report, using the contact details in the accompanying email or letter. You must give a full explanation of why it should not be

added to our public register, including specifying which information is commercially confidential. We will assess your request and respond to you within 20 working days to let you know if we agree to your request.

What do I do if I disagree with the report or have a complaint?

If you disagree with this compliance assessment report, you should contact the lead officer without delay to discuss your concerns.

If you are unable to resolve the issue with the lead officer or their line manager you should contact our Customer Contact team on 0300 065 3000 (Monday to Friday 08:00 – 18:00), or email enquiries@naturalresourceswales.gov.uk for details of how to raise your dispute further through our Complaints and Commendations procedure.

If you are dissatisfied with our response, you can contact the Public Services Ombudsman for Wales by phone on 0300 7900203 or by email at ask@ombudsman.wales

Welsh Language Standards

We are committed to establishing Natural Resources Wales as a naturally bilingual organisation. We will provide compliance reports in your preferred language.