

Compliance Assessment Report CAR_NRW0040553

Permit being assessed: XB3690HM

For: MOUNTAIN HARE FW PUMPING STATION, held by Dwr Cymru Welsh Water
At: OAK TREE RISE/DAN-Y-GRAIG, YSGUBOR NEWYDD, MERTHYR TYDFIL, SOUTH WALES, CF47 0SN.

Type of assessment carried out: Check Monitoring/Sampling, Reason: Incident Response (Incident number: 2206599).

On 18/10/2022.

Parts of permit assessed: 1.1.1 and 3.1.1

NRW Lead Officer: Paul Latham.

Report sent to: CARS@dwrcymru.com, CARS@dwrcymru.com, on 19/10/2022.

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

Part of permitted activity assessed (criteria)	Assessment result	Permit condition
WQ-A1 - Management - General management	C3 Minor	2.1. Permitted activities: 2.1.1. the only activity authorised by the permit is the activity specified in Schedule 1 table S1.1
WQ-C1 - Emissions and monitoring - Emissions to water	C3 Minor	3.1 EMISSIONS TO WATER. 3.1.1 the limits given in schedule 3 table 3.1 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-A1	Investigate reason for un-permitted discharge.	Already completed
WQ-C1	Repair or replace telemetry instrumentation to provide accurate information	Already completed

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.

You are non-compliant with your permit.

At this time, we are issuing you with a warning for the non-compliance recorded above. Warnings may influence future enforcement response for continued or further non-compliance.

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

Watpol Self Report (SAP ref: 316290347) received for EASTFIELD PLACE, MERTHYR TYDFIL.

Customer reporting odour issue. Stream located to side of property

Customer reporting odour issue. Stream located to side of property. Crew on site investigating have traced grey water discharge upstream to Mountain Hare Pumping Station. Escalated incident and Above Ground Assets team are en route to investigate pumping station. Further updates to follow.

Update: Confirmed screened discharge from Mountain Hare SPS. SPS operators attended site and run pumps by hand to drop wet well levels and stopped the discharge at approx Midday. Level controller unit was found to be displaying incorrect wet well levels, once all was reset correct levels were displayed and SPS then continued to operate as designed. Further visits to be made by electrician to check over asset for faults. Further updates to follow.

Final: AGA team have reattended and replaced the level controller, they also identified that no back up alarm was set up for up for this asset. This has now been rectified and a back up float has been set up ensuring that should the operation of the asset fail in future there will be an alarm activated for attendance. No further updates.

The 2 breaches shown in the CAR form above have been rectified.

As a result of this incident screened sewage discharge from Mountain hare SPS travelled over 1km of the Nant Cwm Blacs culvert for an unknown duration and entered the Afon Taf, and was reported to DCWW as an odour complaint at Eastfield Place NGR SO0543804968. DCWW would have been unaware of the discharge due to telemetry instruments not reading correct levels.

DCWW unable to provide accurate data for the length of time that Mountain hare SPS has been illegally discharging due to level sensors reading inaccurately, but once they were notified by a member of the public, acted quickly to prevent further discharge and rectify the problem by replacing the level sensor and installing a high level emergency float alarm.

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.