

Compliance Assessment Report CAR_NRW0041726

Permit being assessed: CM0077901

For: NANTGLYN WASTEWATER TREATMENT WORKS, held by DWR CYMRU CYFYNGEDIG

At: OFF B5435, NANTGLYN, NEAR DENBIGH, DENBIGHSHIRE, .

Type of assessment carried out: Report/Data Review, Reason: Routine.

On 31/03/2022 - 10/06/2022.

Parts of permit assessed: OSM Monitoring Programme OSM 1 and conditions 8 (a) (i) and 8 (a) (iii)

NRW Lead Officer: Amy Chisnell, accompanied by: Sally Sheehan.

Report sent to: CARS Mailbox, CARS Mailbox, on 12/05/2023.

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

Part of permitted activity assessed (criteria)	Assessment result	Permit condition
WQ-D3 - Information - Notifications	C4 No impact	OSM Monitoring programme OSM 1
WQ-C1 - Emissions and monitoring - Emissions to water	Assessed (A)	

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

2. What action is required?

Criteria	Action needed	Complete by
WQ-D3	Improve communications - report all future suspensions in the sampling programme to NRW. To clarify, this includes all foreseeable suspensions/reschedules were it is planned/known in advance that a sample will not be collected, such as works being carried out on site with no access to sample point.	08/05/2023

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

****Enforcement response changed so CAR re-issued ****

Please note: this CAR is dated 31/03/22 as the non-compliances relate to the non-communication of the suspension of sample between March and June, however for clarity I carried out the compliance assessment on 27/04/23.

This non-compliance is due to the non-communication of the suspension of the OSM sampling programme at Nantglyn WWTW.

No samples were collected during the months of March, April or May 2022 due to a planned closure of the sample point to improve safety conditions. This closure and knowledge that no samples would be taken during this period was not communicated with NRW.

The first sample taken after the suspension on 10/06/2022 showed Look up Table (LuT) exceedances for ammonia and BOD (Biological Oxygen Demand).

Ammonia result 44.99 mg/l, permit limit 25 mg/l

BOD result >54 mg/l, permit limit 40 mg/l

The exceedances were a result of a failed motor on the rotating biological contactor (RBC). This caused the rotation to stop, leading to a deterioration in final effluent quality. Once escalated within DCWW, the effluent was tankered away regularly from site to limit any impact until the motor was repaired. NRW did not receive any notification of this issue on site. Please ensure that NRW are informed through the agreed routes (OPNOT form) in future.

Both exceedances were the first in a 12 month period and therefore are within the allowed number of LuT (Look up Table) exceedances. A compliant score has been given for these exceedances.

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.