

Compliance Assessment Report CAR_NRW0041974

Permit being assessed: AN0322801

For: PONTSTICILL WATER TREATMENT WORKS, held by DWR CYMRU CYFYNGEDIG
At: PONTSTICILL WATER TREATMENT WORK, PONTSTICILL, MERTHYR TYDFIL,
WALES, .

Type of assessment carried out: Audit, Reason: Incident Response (Incident number: 2301345).

On 28/03/2023.

Parts of permit assessed: Condition 2, Condition 6 and Condition 8.

NRW Lead Officer: Natalie Wrangham.

Report sent to: CARS@dwrcymru.com, mailbox, on 13/06/2023.

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

Part of permitted activity assessed (criteria)	Assessment result	Permit condition
WQ-B1 - Operations - Permitted activities	C3 Minor	Condition 2: The Discharge shall consist solely of trade effluent comprising pumped effluent from the Washwater Recovery sump when one of the two second stage washwater recovery bays is at capacity and the other is supernating to the Taf Fechan.
WQ-C1 - Emissions and monitoring - Emissions to water	C3 Minor	Condition 6: The Discharge shall not contain more than; (ii) 30 milligrammes per litre of suspended solids (measured after drying at 105°C).
WQ-D1 - Information - Records	C4 No impact	Condition 8: (a) The Consent Holder shall establish and operate a documented maintenance programme and record all non-routine actions undertaken that may

Part of permitted activity assessed (criteria)	Assessment result	Permit condition
		have adversely affected effluent quality. Copies of the programme shall be made available for inspection by the Agency's officers at all reasonable times.

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

2. What action is required?

Criteria	Action needed	Complete by
WQ-B1	Improve operations.	Already completed
WQ-C1	Compliance with permits. Implement suspended solids sampling for discharge at an appropriate frequency.	31/08/2023
WQ-D1	Updated maintenance procedure for the storage lagoons including provision for sampling when discharge in use. To be provided to NRW.	31/08/2023

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.

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

In response to WIRS incident 2301345, reported on 20/02/2023. NRW officers (Natalie Wrangham and Sion-Rhys Evans) have assessed the updates and data provided by DCWW, along with photographs and reports from the incident reporter.

Lisa Elworthy, Environmental Performance Manager for DCWW, submitted a storyboard report for the incident which stated;

"Due to a fault on the valve to the ERTW pipework system it was not possible to send RTW flow from post 1st Stage filters to the correct discharge point. ERTW flows discharged to the washwater lagoon via Bedford pump. Due to high silt levels within the lagoon this created Turbidity in flows being sent to the Taf Fechan. Washwater lagoon was overwhelmed which resulted in flows breaching the lagoon and flooding a newly laid

access track and down the bank to the Taf Fechan.

Due to overgrowth lagoon has been inaccessible for maintenance however distribution have undertaken clearance works to access the far side of the lagoon and laid an access track."

As discussed in correspondence with Lisa Elworthy, conditions 2,6 and 8 were breached as a result of this discharge.

Actions:

Compliance with permits. Implement suspended solids sampling for discharge at an appropriate frequency.

Updated maintenance procedure for the storage lagoons including provision for sampling when discharge in use. To be provided to NRW.

To be completed by 31/08/2023.

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.