

Compliance Assessment Report CAR_NRW0045575

Permit being assessed: MP3521XX

For: Teifi Terrace CSO, held by DWR CYMRU CYFYNGEDIG

At: Teifi Terrace, Newcastle Emlyn, Ceredigion, SA38 9EA.

Type of assessment carried out: Report/Data Review, Reason: Incident Response (Incident number: 2413428).

On 11/10/2024.

Parts of permit assessed: 2.3.1(a)

NRW Lead Officer: Bethan Lewis.

Report sent to: CARS mailbox, CARS mailbox, on 05/11/2024.

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

Part of permitted activity assessed (criteria)	Assessment result	Permit condition
WQ-C1 - Water Quality - Emissions and monitoring - Emissions to water	C3 Minor	2.3.1(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-C1	Confirm what actions will be taken to prevent fat from building up in the sewer and causing further blockages.	17/12/2024

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

On 12 October 2024, Natural Resources Wales (NRW) received a self-reporting WATPOL from Dŵr Cymru Welsh Water (DCWW) (WIRS 2413428) stating that Teifi Terrace Combined Sewer Overflow (CSO) in Newcastle Emlyn had discharged on the 11 and 12 October 2024

due to blockages in the downstream sewer.

It is understood that Teifi Terrace CSO began discharging intermittently at 06:50 hours on the 11 October 2024. A DCWW crew attended and cleared a blockage from the downstream sewer causing the asset to stop discharging at 00:30 hours on the 12 October. Despite this, Teifi Terrace CSO began intermittently discharging again from 08:00 hours on the 12 October. A DCWW crew reattended and cleared a further blockage from the downstream sewer causing the asset to stop discharging at 11:45 hours on the 12 October.

The blockages were confirmed as having been caused by fat, silt and stone.

Condition 2.3.1(a) of Teifi Terrace CSO's permit states:

"The discharge shall only occur when and only for as long as either: (i) the flow passed forward is equal to or greater than the overflow setting indicated due to rainfall and/or snow melt or (ii) the hydraulic capacity of the sewer network downstream of the combined sewer overflow is reached due to rainfall and/or snow melt and the level of storm sewage in the sewer at the combined sewer overflow is greater than the weir level of the overflow structure which is specified as an overflow setting in table S3.3. The capacity of the sewer network downstream of the combined sewer overflow shall not be altered in any way which would lead to a significant increase in the frequency or volume of the discharge"

As the intermittent discharges from Teifi Terrace CSO on the 11 and 12 October 2024 occurred due to blockages in the downstream sewer rather than due to rainfall and/or snow melt, the discharges represent a breach of permit. This breach has been recorded above as a category 3 non-compliance, defined as a non-compliance which has the potential to have a minor or minimal impact or effect on the environment, people and/or property.

On the 15 October 2024, contractors working on behalf of DCWW completed a desilt and full CCTV survey of the sewer line. This work identified a defect which had caused silt and stone to enter the sewer. This defect was repaired on the 22 October 2024. Whilst this should reduce the likelihood of silt and stone causing further blockages in the downstream sewer, NRW ask DCWW to confirm what actions will be taken to prevent fat from building up in the sewer and causing further blockages. NRW ask for a response by no later than the **17 December 2024**.

In this document 'Natural Resources Wales' means the Natural Resources 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.