

On the 8th October you informed us that the pump at Llanrhidian SPS, which is part of Llanrhidian STW, had blocked causing sewage to back up in the inlet channel and spill from the overflow. The pump was running but only achieving a pass forward flow of 2.3 l/s. You attended site and switched to duty pump 1 after which 4.3 l/s was passed forward and the spill stopped.

My understanding is that the PS pumps forward flows from primary settlement tanks located in the pumping station to the filter beds which are some distance away.

You subsequently informed us that the pumps had stopped pumping forward due to an airlock caused by a mechanical failure.

A permit is in place to discharge sewage in an emergency from Llanrhidian SPS. As you have informed us that the discharge was as a result of mechanical failure I believe the discharge is compliant with the permit which states that:

The discharge from a Pumping Station Emergency Overflow ('PSEO') shall not occur other than in an emergency and when the sewage pumping station is inoperative as a result of one or more of the following:

- (i) electrical power failure or electronic control failure not due to the act or default of the Permit Holder, its agents, representatives, officers, employees or servants;
- (ii) mechanical breakdown of duty and standby pumps;
- (iii) rising main failure;
- (iv) blockage of the downstream sewer not due to the act or default of the Permit Holder, its agents, representatives, officers, employees or servants; and it is not reasonably practicable to dispose of the sewage otherwise.

Action: Please inform us of what steps you have taken to minimise the risk of a similar mechanical breakdown in the future.

I have also assessed compliance with condition 4.4 and found you to be compliant with this condition. Condition 4.4 (Pumping Station Failure Rectification) states that where a pumping station emergency overflow takes place, the Permit Holder shall notify the Environment Agency as soon as reasonably practicable, and any failure of the pumping station shall be rectified as soon as reasonably practicable.

Condition 4.5 (Clean up) requires that, where the discharge from a PSEO results in unsatisfactory solid matter being visible in the receiving waters or on the banks of the receiving waters, beach, or shoreline, in the vicinity of the outfall, the Permit Holder shall take all reasonable steps to collect and remove such matter as soon as reasonably practicable after the discharge has been reported.

You have informed us that any sewage debris was removed from the river where possible.

Thank you.

End

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.