

Compliance Assessment Report CAR_NRW0046710

Permit being assessed: AG0011801

For: Bonvilston West Wastewater Treatment Works, held by DWR CYMRU CYFYNGEDIG

At: Redway Road, Bonvilston, Vale of Glamorgan, CF5 6TQ.

Type of assessment carried out: Audit, Reason: Incident Response (Incident number: 2502810).

On 28/03/2025, between 11:00 and 11:20.

Parts of permit assessed: Relevant Conditions

NRW Lead Officer: Harry Warburton.

Report sent to: CARS mailbox, CARS mailbox, on 11/04/2025.

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	3.2.1 The operator shall take appropriate measures to minimise so far as reasonably practicable the polluting effects of the emissions of substances in the discharge not controlled by emission limits (excluding odour).
WQ-C1 - Water Quality - Emissions and monitoring - Emissions to water	Action only (X)	
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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	Investigate the reason as to why this specific relining solvent reduced the treatment capacity.	26/05/2025
WQ-C1	Pause the relining works in Bonvilston until a suitable alternative resin is found.	02/06/2025
WQ-C1	Provide all sample results taken between the 24th to the 28th of March.	Already completed

Criteria	Action needed	Complete by
WQ-C1	Provide the COSHH for the resin/solvent used in the relining works.	12/05/2025

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 the 20th of March 2025 NRW received a report of white growth in the stream downstream of Bonvilston West STW outfall. NRW Environment Officer Harry Warburton attended the area in the afternoon of the 20th of March, access to the outfall or the downstream area could not be accessed. I reattended the area with access to the outfall on the 25th of March. The outfall was observed with an abundance of white sewage fungus around the outfall and effecting the stream for roughly 60m, there was also a strong sewage odour. I sent a POLFAX to DCWW at 14:45 that afternoon informing them of my findings.

A hazmat alert was issued by DCWW on the morning of the 26th stating "*smell of solvent in the network and entering the treatment works. Investigations ongoing*".

A WATPOL update was received in the afternoon of the 26th stating "*Hazmat submitted this morning due to solvent smell within the network and WWTW. We believe this to have come from some re-lining work that has taken place upstream of West Bonvilston although investigations are ongoing.*"

Actions agreed at West Bonvilston to improve treatment:

- 1. Tankering taking place for the next two days to remove effluent from humus tank.*
- 2. Filter bed receiving maintenance.*
- 3. Hay bales are being situated at the outfall to minimise the impact on the watercourse.*
- 4. Humus tank is being reseeded with FE from Cowbridge WWTW."*

On the 28th of March I attended Bonvilston West STW with DCWW AGA pollution tech and catchment manager. There was a strong smell of chemical/solvent in the pumping station

on site. Samples had been taken by DCWW throughout that week. The relining works that likely caused the issue has been paused whilst investigations are ongoing. I took a sample of the final effluent and the results were:

BOD: 13.5mg/l

Ammonia: 14.3mg/l

Suspended solids: 6mg/l

COD: 82.5mg/l

This is not an issue that has occurred before according to the AGA pollution tech and catchment manager. It was discussed that better communication between BGA and AGA is required so all are aware of the work. As well as investigations in to an alternative resin for the relining works that do not reduce the effectiveness of a downstream treatment works.

Actions:

- Investigate the reason as to why this specific relining solvent reduced the treatment capacity.
- Pause the relining works in Bonvilston until a suitable alternative resin is found.
- Provide all sample results taken between the 24th to the 28th of March.
- Provide the COSHH for the resin/solvent used in the relining works.

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.