

## Compliance Assessment Report CAR\_NRW0048555

**Licence being assessed:** 20/56/63/0011.

For: Supply from points 3 and 4 at Cwmtillery Reservoir, held by Dwr Cymru Cyfyngedig.  
At: .

**Type of assessment:** Site Inspection, Reason: Routine.

On 16/06/2025, between 10:00 and 10:30.

Parts of licence assessed: Infrastructure & operation

**NRW Lead Officer:** Elis Nuttall.

**Report sent to:** DCWW, Water Industry, on 17/06/2025.

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

| Part of licenced activity assessed (criteria)  | Assessment result | Licence condition |
|--|-------------------|-------------------|
| WR-B1 - Water Abstraction - Abstraction measurement and records - Means of measurement | Action only (X)   |                   |

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

### 2. What action is required?

| Criteria | Action needed  | Complete by |
|----------|--|-------------|
| WR-B1    | Provide NRW with a copy of the meter certification and maintenance record to ensure effective operation. | 01/07/2025  |

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 or civil sanctions being imposed depending on the circumstances of the offence.

**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

#### Site Visit Report

This report details the site visit made by Natural Resources Wales (NRW) on the 16/06/2025 at 10:00 to Dŵr Cymru Welsh Waters (DCWW) Cwmtillery Reservoir, permit

reference number 20/56/63/0011.

I (NRW Officer Elis Nuttall) attended Cwmtillery Reservoir, Cwmtillery, Abertillery, NP13 1LR for a Water Resources permit inspection where I met with DCWW's Water Resources Technician. The weather was dry and clear at the time of the visit.

### **General Observations**

This site is a reservoir which holds an abstraction licence to withdraw water for public (potable) water supply from two separate points:

- Point "3" at SO22020698 (Vertical draw-off pipe in wet shaft of dam).
- Point "4" at SO22100700 (Pumping station on East Bank of Reservoir).

The site is consented to withdraw water at the following rates:

- Point "3":
  - 30,000 gallons per hour (136.38m<sup>3</sup>/h)
  - 700,000 gallons per day (3,182.20m<sup>3</sup>/d)
- Point "4":
  - 21,000 gallons per hour (95.50m<sup>3</sup>/h)
  - 500,000 gallons per day (2,273.00m<sup>3</sup>/d)
- Total: 438,000,000 gallons per year (1,991,148.00m<sup>3</sup>/yr)

It is noted that only "Point 3" is currently in use at the site, with "Point 4" being decommissioned.

The site was operational at the time of the visit.

### **Site Infrastructure**

During an initial discussion, DCWW operators gave a brief history of the site. It was stated that the site was taken offline in early 2022 due to ongoing water quality non-compliance breaches. It has subsequently undergone maintenance and was brought back online in August 2024. Additionally, it was noted that Point 4 was decommissioned "years ago" and that only Point 3 is now used for abstractions.

Point 3/the abstraction point was observed at 10:10. It was located in the correct/consented position and was accessible and clear of obstructions. See Figure 1 as evidence. When questioned it was claimed that no major maintenance has been deemed or undertaken on the abstraction infrastructure, but that NRW would need to contact DCWW's Dam Safety Assets Team to obtain specific details if needed.



Figure 1 – Point 3/Abstraction point as observed during the visit.

The water abstraction meter is located within the control building of the site. This was observed at 10:23, as seen in Figures 3 and 4, and was easily accessible. The digital display was clear and legible, with a displayed reading of 630,338m<sup>3</sup> at the time of the visit.



Figure 2 – Abstraction meter in place at the time of the visit.



Figure 3 – The meter digital display at the time of the visit.

It was stated the meter was last calibrated in 2022, at which time the technicians noted that there was a 13% deviation between the meter and the testing equipment. I have requested a copy of the most recent meter certification as evidence of its suitability and maintenance. See actions list below.

Finally, it was stated that the infrastructure in place does not have the capacity to meet abstraction limits consented in the licence, so the site should be within the compliance limits stipulated. A separate abstraction returns audit will be undertaken and the requisite report issued separately.

Overall I am happy that the site is operating well and is compliant with the current license conditions.

I left site at 10:30.

**Breaches of permit condition:**

No breaches were recorded during this visit.

**Action required by dates specified:**

1. Provide NRW with a copy of the meter certification and maintenance record to ensure effective operation.

**Deadline: 01/07/2025.**

**Advisory comments:**

No advisory comments.

**Contact details:**

If you have any queries regarding this CAR form or to provide an update on any actions above, please contact me using the following details: Elis Nuttall, Environment Officer, [elis.nuttall@naturalresourceswales.gov.uk](mailto:elis.nuttall@naturalresourceswales.gov.uk), 03000 65 4651.

Thank you,

Elis Nuttall.

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 licence is issued to you under the Water Resources Act 1991 as amended by the Water Act 2003. You have a responsibility to comply with the conditions of your licence 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.

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 resource action criteria** (used in section 1 and 2):**WR A: Abstraction specified by Licence**

- WR-A1 Source of supply
- WR-A2 Points of abstraction
- WR-A3 Means of abstraction
- WR-A4 Purposes of abstraction
- WR-A5 Period of abstraction
- WR-A6 Quantities
- WR-A7 Land
- WR-A8 Other specified on licence

**WR B: Abstraction measurement and records**

- WR-B1 Means of measurement
- WR-B2 Recording
- WR-B3 Reporting

**WR C: Surface / Groundwater level and protected flow**

- WR-C1 Minimum hands-off flow/level requirements
- WR-C2 Flow/level measurement devices
- WR-C3 Recording
- WR-C4 Reporting

**WR D: Environmental monitoring and information**

- WR-D1 Recording
- WR-D2 Reporting
- WR-D3 Notifications

**WR E: Fish and eel passage**

- WR-E1 Infrastructure specified by licence
- WR-E2 Maintenance and records

**WR F: Discharge**

- WR-F1 Point of discharge
- WR-F2 Infrastructure
- WR-F3 Measurement
- WR-F4 Recording
- WR-F5 Reporting

**WR G: Impoundment specified by licence**

- WR-G1 Inland water to be impounded
- WR-G2 Manner and extent of impoundment
- WR-G3 Point(s) of impoundment
- WR-G4 Construction and removal requirements
- WR-G5 Other specified on licence

**WR H: Borehole infrastructure**

- WR-H1 Infrastructure and accessibility
- WR-H2 Maintenance and calibration

**Enforcement response**

Any licence condition non-compliance is an offence and we may take legal action against you. Action we take can include prosecution or civil sanctions. 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 (Mon to Fri 08:00 – 18:00), or email [enquiries@naturalresourceswales.gov.uk](mailto: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](mailto: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.