

Compliance Assessment Report CAR_NRW0048703

Licence being assessed: 20/56/65/0014.

For: Supply from Shon Sheffrey Reservoir and Spring, held by Dwr Cymru Cyfyngedig.
At: Shon Sheffrey Reservoir, Waterworks Lane, Nantybwlch, Tredegar, Blaenau Gwent, NP22 4EP.

Type of assessment: Site Inspection, Reason: Routine.

On 25/06/2025, between 10:00 and 10:55.

Parts of licence assessed: Permit Conditions Compliance

NRW Lead Officer: Elis Nuttall.

Report sent to: DCWW, Water Industry, on 02/07/2025.

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 evidence of meter calibration and certification.	Already completed

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 25/06/2025 at 10:00 to Dŵr Cymru Welsh Water's site at Shon Sheffrey Reservoir,

Nantylwch, Tredegar, Blaenau Gwent, license reference number 20/56/65/0014.

I (NRW Environment Officer Elis Nuttall) attended Shon Sheffrey Reservoir for a Water Resources (abstraction) permit compliance inspection where I met with DCWW's Water Resources Technician. The weather was overcast with intermittent rain on arrival, but cleared gradually throughout the visit.

General Observations

The site is a reservoir with an abstraction for the purpose of public water supply. The period of abstraction is consented to be year round. There are two abstraction points listed:

Point A (SO 130 115) - Inland water (reservoir) known as Shon Sheffrey Reservoir.

Point B (SO 127 118) - Inland water (spring) known as spring at Shon Sheffrey Reservoir.

The means of abstraction are via gravity draw-off and a catch tank and gravity feed pipe.

The maximum quantities of water to be abstracted are:

30,000 cubic metres per day

10,148,000 cubic metres per year

The site was operational at the time of the visit.

Site Infrastructure

From initial discussions and permit checks it was clear that the licence has been in place with its current abstraction limits since 1994. It was stated no major changes have taken place in this time. It was also noted that no major works or infrastructure improvements have been needed in its recent history.

The flow meter heads were checked and found to be in place within the control building, as seen in Figure 1.



Figure 1 – Flow meter heads observed within the control building. The far meter head is for the spring, the close meter head is for the works.

The readouts were clear as seen in Figure 2. It was noted that the meters were last calibrated in 2024. Evidence of calibration and certification was requested verbally but are also listed in the actions below.



Figure 2 – Meter readouts as observed during the visit.

The spring abstraction (Point B) was noted to feed the reservoir without any management or maintenance by DCWW. It is for all intents and purposes a natural stream that discharges to the reservoir. Due to this it was not inspected at the time of this visit, but its discharge point was observed, as seen in Figure 3.



Figure 3 – Point B, spring discharge point to the reservoir.

Point A (abstraction tower) was observed (Figure 4). No major issues with the infrastructure were noted to have taken place and no maintenance or improvement plans were required at the time of the visit. I had no concerns regarding any infrastructure observed during this visit.



Figure 4 – Point A (abstraction tower) as seen during the visit.

A separate data audit will be conducted on abstraction returns to accompany this site visit report.

I left site at 10:55.

Breaches of permit condition:

No Breaches were recorded during this visit.

Action required by dates specified:

1. Provide evidence of meter calibration and certification.

Deadline: Completed on 30/06/2025 before issuing this report.

Other 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, 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 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.