

## Compliance Assessment Report CAR\_NRW0047874

**Permit being assessed:** BC0003001

For: GOWERTON WwTW, held by DWR CYMRU CYFYNGEDIG

At: GOWERTON WwTW, VICTORIA ROAD, GOWERTON, SWANSEA, SA4 3AB.

**Type of assessment carried out:** Unknown, Reason: Incident Response (Incident number: 2502898).

On 22/03/2025.

Parts of permit assessed: Operations

**NRW Lead Officer:** Sarah Bennett.

**Report sent to:** CARS@dwrwymru.com, CARS Mailbox, on 02/04/2025.

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

Part of permitted activity assessed (criteria)	Assessment result	Permit condition
WQ-B3 - Water Quality - Operations - Operating techniques	C3 Minor	2.3.1 For the activities A1 & A2, referenced in schedule 1, table S1.1, the activities shall, subject to the conditions of this permit, be operated using the techniques and in the manner described in the documentation specified in schedule 1, table S1.2, unless otherwise agreed in writing by Natural Resources Wales.

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

### 2. What action is required?

Criteria	Action needed	Complete by
WQ-B3	Please can you let me know what else has been done to minimise the risk of a similar issue happening again.	30/05/2025

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**

The purpose of this Compliance Assessment Report is to assess compliance with your permit following an incident at Gowerton WwTW which was self-reported by you on March 22, 2025.

You reported that the Dry Weather Flow pumps experienced a failure, resulting in no flow to biological treatment from 0100 to 0730 on March 22, 2025. During this period, flows were redirected to PFET (Peak Flow Equivalent Treatment). This resulted in a discharge of effluent which had received the treatment offered by the PFET and UV plant but it had not been biologically treated.

Your investigations found corrosion on the wiring around the thermistor and when it failed it didn't send out a failed signal. Without a failed signal it will not call in the standby pump. With no DWF pump running the level in the wet well increased and eventually the storm pump was called in which sent the flows to the PFET plant. No flows entered the storm tanks as flows will only go to the storm tanks once PFET is overwhelmed or flows go over 912l/s. Flows were around 100l/s for the duration of the failure.

Condition 2.3.1 requires that the discharge of secondary treated sewage effluent with nutrient removal and PFET sewage effluent subject to disinfection by ultraviolet irradiation shall, subject to the conditions of this permit, be operated using the techniques and in the manner described in the Gowerton WwTW - PFET Operating Technique unless otherwise agreed in writing by Natural Resources Wales.

Notably that the first 612 l/s of flow received is pumped to primary, secondary (biological) and tertiary (ultra-violet UV) treatment. Flows in excess of 612 l/s up to 912 l/s are directed to Peak Flow Equivalent Treatment (PFET), followed by UV. Flows from both biological and PFET treatment are then blended prior to being discharged to the Loughor Estuary via a long sea outfall.

As none of the flows received at Gowerton on the morning of March 22, 2025 were treated biologically, you were not compliant with permit condition 2.3.1 of your permit.

This non-compliance is in contravention of Regulation 38 (2) of the Environmental Permitting (England and Wales) Regulations 2016 which states that it is an offence for a person to fail to comply with or to contravene an environmental permit condition.

I have issued a Warning for this offence.

My understanding is that you have already taken steps to ensure that a failed signal will send out an alarm to call in the DWF standby pump.

**Action: Please can you let me know what else has been done to minimise the risk of a similar issue happening again.**

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](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.