

Compliance Assessment Report CAR_NRW0048303

Permit being assessed: BB3596CF

For: The Well Fields, held by Nestle Waters UK Limited

At: Princes Gate, Ludchurch, Narberth, Pembrokeshire, SA67 8JD.

Type of assessment carried out: Check Monitoring/Sampling, Reason: Other.
On 14/05/2025.

Parts of permit assessed: S3.1

NRW Lead Officer: Caryl Brace.

Report sent to: Princes Gate Water Limited, Factory Manager, on 17/09/2025.

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	S3.1

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 root cause and report findings to NRW	13/06/2025

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.

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

During routine spot samples taken by the Operator on 25 March 2025, an Ammoniacal nitrogen (expressed as N) sample returned a result of 53.5mg/l against a permit limit of 10 mg/l.

The operator submitted a Section 5 reporting form to NRW in April 2025 in accordance with their permit conditions. As these are not samples taken from NRW, we cannot consider them as compliance samples. They are however a concern and we may be adding this site to our routine sampling. A visual inspection carried out during the visit of the sample point did not indicate any impact and the discharge was visually clear.

Please can you also supply the BOD and Suspended solid sample results that you have taken to date.

The operator has confirmed that they are undertaking weekly spot samples and are trying to establish the root cause.

The site has also experienced flow meter discrepancies from the effluent outfeed and new units are being installed within the next three weeks.

Please update NRW with the root cause of the spot sample failures and also when the new units have been fitted. Also confirm when the treatment plant was last serviced and forward the service report/s to NRW.

Deadline for response 13 June 2025

Update From Operator received 18 July 2025

- *We have replaced the flow meter in the effluent discharge, and we are now monitoring to confirm it is recording correctly – so far it seems to be ok.*
- *We have re-seeded the effluent waste tank with approved bacterial/enzyme packs – this was based on the advice of our contractor. A second re-seed is due next week.*
- *We have been struggling to get timely sampling and reporting from the external lab we use which is hampering our investigations, so from next week we will be ready to start analysis of Nitrogen in our on-site lab which will give us a faster indication of the progress of re-seeding the tank.*

I am very hopeful the re-seeding will rectify the Nitrogen deviations quickly – I will update you again when we have a clear picture. END

Deadline for further update please by 1 September 2025.

We will undertake a site visit following the next update.

The site will be added to the NRW sampling programme going forward.

30 July 2025

Update received from Operator 16 September 2025

'The cleaning and reseedling of the bio plant was completed successfully, and we are now monitoring the evolution over the next few weeks. So far everything is reacting as expected. I will update you again with further results as we have them.'

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.