

Compliance Assessment Report CAR_NRW0049465

Permit being assessed: MP3425XC

For: 1 TEIFI TERRACE CSO NEWCASTLE EMLYN, held by DWR CYMRU CYFYNGEDIG

At: 1 TEIFI TERRACE CSO, Adpar, CEREDIGION, WEST WALES, SA38 9EA.

Type of assessment carried out: Other, Reason: Incident Response (Incident number: 2502471).

On 09/03/2025.

Parts of permit assessed: 2.1.1

NRW Lead Officer: Heidi Markham.

Report sent to: CARS Mailbox, CARS Mailbox, on 01/10/2025.

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

Part of permitted activity assessed (criteria)	Assessment result	Permit condition
WQ-B1 - Water Quality - Operations - Permitted activities	C3 Minor	2.1.1

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

2. What action is required?

Criteria	Action needed	Complete by
WQ-B1	Blockage has been cleared and the CSO is operating as designed.	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 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

An incident report was received on 09 March 2025 at 10:45 hours stating that there was a discharge into the Afon Teifi in Newcastle Emlyn, which was causing brown discolouration and white froth.

A POLFAX was sent to Dwr Cymru Welsh Water (DCWW) at 11:16 hours stating that a report had been received by Natural Resources Wales (NRW) which contained a photograph showing a CSO discharging into the Afon Teifi.

DCWW attended site and confirmed that there was a blockage downstream of 1 Teifi Terrace CSO Newcastle Emlyn (permit number MP3425XC). Items which included two pieces of wood, approximately 8 inches in length, and two nappies, along with what was described as approximately half a bucket of silt and stone, were found to be present within the network. This material was cleared at the time of attendance.

Once the blockage had been removed, DCWW deployed a high-pressure vacuum tanker to clean the line and crew surveyed the main with a looksee camera to ensure that all of the debris had been removed.

Samples taken at the time of attendance showed ammonia readings of 0.15mg/l approximately 20m downstream of the outfall, 9.99mg/l at the point of entry and 0.47mg/l approximately 50m upstream of the outfall.

It has been stated that a monthly planned maintenance task was carried out at the asset on 05 March 2025. The notes provided by the crew that attended site at that time outlined that although the chamber was clear and the lines appeared to be running as designed there was thick sewage debris present on the benching and steps of the chamber and sewer abuse was present, with wipes and sanitary products found. This was washed down and the lines downstream of the CSO were flushed at the time of attendance.

Condition 2.1.1 of your permit states 'The only activity authorised by the permit is the activity specified in schedule 1 table S1.1' which is stated as being the 'Discharge of storm sewage via point of discharge'. As this discharge occurred due to a blockage and was not a storm discharge this is a breach of condition 2.1.1 of the permit.

Taking into consideration the information above, NRW consider a Warning as an appropriate response to this incident.

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.