

Compliance Assessment Report CAR_NRW0049307

Permit being assessed: BP0115101

For: Storm and Emergency Overflow at Pontrhydfendigaid SPS, held by DWR CYMRU CYFYNGEDIG

At: Maes-y-Dderwen, Pontrhydfendigaid, Ceredigion, SY25 6EU.

Type of assessment carried out: Other, Reason: Incident Response (Incident number: 2507419).

On 11/08/2025.

Parts of permit assessed: 2.3.2(a)(i)

NRW Lead Officer: Ffion Quan.

Report sent to: CARS mailbox, CARS mailbox, on 10/10/2025.

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	C2 Significant	2.3.2(a)(i)

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	The issue with the outlet valves has now been rectified. The outlet valves have been tied open to prevent them from vibrating closed in the future. The PFF is now being met.	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

On 11 August 2025 20:43 hours Natural Resources Wales (NRW) received a report stating

that sewage was seen in the Afon Teifi SSSI/SAC from the Dwr Cymru Welsh Water (DCWW) outlet at Pontrhydfendigaid. This report was assessed as a high level report and a POLFAX was sent to DCWW at 20:56 hours.

The incident was not attended by DCWW until the morning of 12 August 2025. At 18:30 hours on 11 August 2025 Pontrhydfendigaid SPS discharged due to the increase of flow into the wet well level. During this period, the outlet valve on pump 1 vibrated closed with passed forward flow (PFF) stopping at 21:00 hours as it was pumping against a closed valve. The pump continued to run during this period as there was not a fault with the pump itself and therefore, pump 2 was not called to run as pump 1 continued to be in operation. There was no flow from 21:00 hours on 11 August 2025 until when the discharge was stopped by DCWW crew at 09:30 hours on 12 August 2025. The discharge was ongoing for a period of 15 hours as there was no DCWW attendance on the evening of 11 August 2025.

On the 12 August 2025, DCWW crew on site rectified the issue with the outlet valves, which have been tied open to prevent them from vibrating closed in the future. The PFF is now being met and the discharge stopped at 09:30 on the 12 August 2025.

Samples were taken by DCWW of the Afon Teifi SSSI/SAC at approximately 10:15 - 10:30 hours on the 12 August 2025 which is 45 minutes - 1 hour after the discharge stopped. Results are as follows for upstream, point of discharge and downstream (from left to right) -

Suspended solids	<5 mg/L	<5 mg/L	<5 mg/L
pH	6.8	6.7	7.7
BOD	<2 mg/L	<2 mg/L	<2 mg/L
COD	<50 mg/L	<50 mg/L	<50 mg/L
Ammonia	<0.4 mg/L	<0.4 mg/L	<0.4 mg/L
Nitrate	<0.2 mg/L	<0.2 mg/L	<0.2 mg/L
Nitrite	<0.04 mg/L	<0.04 mg/L	<0.04 mg/L

On the day ammonia sample results showed as -

Upstream - 0.58 mg/L at SN 73045 66490
 Point of entry - 0.11mg/L at SN 73054 66487
 Downstream - 0.04mg/L at SN 73063 66484

Samples should be collected when the discharge is actively occurring, rather than after the discharge is stopped. This is to ensure accurate representation of the incident and the

effect on the receiving waterbody.

Condition 2.3.2(a)(i) of your permit states '*the flow passed forward is equal or greater than the overflow setting indicated due to rainfall and/or snow melt*'. As the outlet valve pump 1 vibrated closed, the PFF stopped at 21:00 hours on the 11 August 2025 until 09:30 hours on the 12 August 2025. This is a breach of condition 2.3.2(a)(i) of the permit. During this time, there was a spill from Pontrhydfendigaid SPS into the Afon Teifi SSSI/SAC. Whilst the above samples show no lasting effect on the Afon Teifi, with untreated sewage discharge ongoing for 15 hours, the foreseeable impact on the Afon Teifi SSSI/SAC, specifically designated for otters, Atlantic salmon, bullhead, river & brook lamprey, as well as the plant feature floating water plantain and known to be present at this location, is significant. It is also important to note that the Afon Teifi at this location and all the way downstream and beyond supports the *Ranunculus* habitat SAC feature. The stretch through Cors Caron supports a particularly unusual and important form of this habitat. *Luronium natans* is present in the downstream stretch through Cors Caron, the only place on the river it occurs.

There was no rainfall recorded at Pontrhydfendigaid on the 10th of August and a total of 1.5mm was recorded for the total 24 hour period on the 11th of August 2025. According to NRW Pontrhydfendigaid No2 raingauge, there were two blocks of rainfall on the 12th of August before the discharge stopped at 09:30 which were 00:00-01:00 0.2mm and 04:00-05:00 0.2mm. Having taken the above data into consideration, there was no further dilution from rainfall during the 15 hour discharge period from Pontrhydfendigaid SPS.

Taking into consideration the above, the incident that occurred on the 11-12 August 2025 at Pontrhydfendigaid SPS has a foreseeable significant impact and the most appropriate response on this occasion is a warning.

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.