

## Compliance Assessment Report CAR\_NRW0049762

**Permit being assessed:** AN0300301

For: Maesglas SPS, held by DWR CYMRU CYFYNGEDIG

At: Nr Maesglas Sports & Social Club, Maesglas Ave, Newport, NP20 3BT.

**Type of assessment carried out:** Site Inspection, Reason: Routine.

On 22/10/2025, between 12:28 and 12:48.

Parts of permit assessed: Site operations and infrastructure

**NRW Lead Officer:** Elis Nuttall.

**Report sent to:** DCWW, Water Industry, on 04/11/2025.

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

Part of permitted activity assessed (criteria)	Assessment result	Permit condition
WQ-A1 - Water Quality - Management - General management	C4 No impact	1.1.1 - General Management
WQ-B2 - Water Quality - Operations - The site	Action only (X)	
WQ-B3 - Water Quality - Operations - Operating techniques	Action only (X)	
WQ-A1 - Water Quality - Management - General management	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
WQ-A1	Undertake all necessary improvement works to enable a re-visit to be conducted as soon as practicable. NRW shall be informed once this maintenance has been completed.	04/01/2026
WQ-B2	Provide photographic evidence of the following infrastructure as evidence of their current conditions: <ul style="list-style-type: none"> <li>Wet well</li> <li>Valve chamber(s)</li> <li>EDM sensor(s)</li> <li>Screen(s)</li> <li>Outfall to Ebbw Estuary</li> </ul>	04/12/2025
WQ-B3	Confirm/provide the following information for the benefit of NRW: <ul style="list-style-type: none"> <li>Duty pump setup and maintenance schedule</li> <li>Wet well cleaning schedule</li> <li>On-line and off-line storm storage capacity</li> <li>Telemetry/alarm maintenance schedule</li> </ul>	04/12/2025

Criteria	Action needed	Complete by
	<ul style="list-style-type: none"> <li>Routine maintenance schedule</li> <li>Emergency response plans</li> <li>Records/data documenting overflow events</li> <li>Records of any environmental monitoring undertaken</li> </ul>	
WQ-A1	Organise a re-visit with NRW of the site once all maintenance has been completed.	04/01/2026

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

#### **Site Visit Report**

This report details the site visit made by Natural Resources Wales (NRW) on the 22/10/2025 to Maesglas Sewage Pumping Station (SPS), operated and managed by Dŵr Cymru Welsh Water (DCWW), permit reference number EPR-AN0300301.

I (NRW Environment Officer Elis Nuttall) attended Maesgals SPS, Newport, NP20 3BT at 12:28 for a water quality permit compliance inspection where I met with DCWW's Operational Supervisor (SB). There was light to moderate rainfall at the time of the visit.

#### **General Observations**

This permit consents a water discharge activity for the discharge of storm sewage and sewage in an emergency from a Sewage Pumping Station (SPS) via an outlet to the River Ebbw (Estuary) at ST3057485402. An emergency, as defined in the permit, is a period when the SPS is inoperative as a result of electrical power failure, mechanical breakdown of duty and standby pumps, rising main failure or a blockage of the downstream sewer which is not due to the act or default of the operator.

There are no set composition limits for the EO discharge, only that the overflow setting should be 42 l/s. No solid matter greater than 6mm in more than 1 dimension shall be present, this being managed by a 6mmx6mm screen. The effluent sampling and event duration monitoring (EDM) point of the EO is listed to be located at ST3020685939.

The site was operational at the time of the visit.

#### **Initial Discussion**

This was the first compliance visit to this asset and as such I wished to begin my inspection

by discussing the site's operational history with SB. However, it was advised that this SPS was the subject of a DCWW Silver Incident on the 29/08/2025 which resulted in both pumps on site failing. There are currently two hire pumps on site which require changing.

SB admitted that maintenance on this asset has been poor and the site is subject to consistent power failures. However, SB and DCWW are working towards improving operations going forward.

Due to ongoing maintenance work and H&S considerations, it was stated that the majority of infrastructure was not available to inspect at the time of this visit (they are noted in turn below). As such, several actions are listed to provide photographic evidence of the condition of various infrastructure components that were not available to inspect at the time of the visit. Additionally, I have agreed with SB to re-visit the site once the maintenance works have been completed.

We then proceeded to inspect the infrastructure available at the time of the visit.

### **Site Infrastructure**

The site was in a poor condition at the time of the visit, with fencing restricting access to several key infrastructure points and H&S considerations restricting access to several chambers due to SB not having the correct drain keys.

Due to limited access, it is requested that photographic evidence of the following infrastructure be provided to show the current conditions:

1. Wet well
2. Valve chamber(s)
3. EDM sensor(s)
4. Screen(s)
5. Outfall to Ebbw Estuary

I also request that the operator confirm/provide the following information:

1. Duty pump maintenance schedule
2. Wet well cleaning schedule
3. On-line and off-line storm storage capacity
4. Telemetry/alarm maintenance schedule
5. Routine maintenance schedule
6. Emergency response plans
7. Records/data documenting overflow events
8. Records of any environmental monitoring undertaken

These requests are all reflected in the actions list below.

SB noted that EDM is in place on the storm tank, but no flow meters are in place on site. This is an aspect that DCWW are intending on implementing but currently flow can only be monitored via the pumps themselves.

Regarding infrastructure that could be observed during the visit, the control room was observed to be in an acceptable condition. The control panel was clean and dry with no

cracks or condensation present, however the storm level controller was not displaying a readout, with all data being captured via the telemetry system. An emergency stop function was in place as well as a backup generator plug in point. The site log book was inspected and showed clear and consistent maintenance records. These observations can be seen in Figure 1.



Figure 1: The control room as observed during the visit.

The storm tank overflow was observed as well as the level head sensor. These both appeared clean and in an acceptable condition at the time of the visit. This is evidenced in Figure 2.



Figure 2: The storm overflow channel and level head sensor as observed during the visit.

No further infrastructure observations were made during this visit.

### **Final Discussion**

I ran through my actions and observations with SB who raised no further questions. I reiterated the need to conduct a re-visit once all maintenance is complete and access is returned, to which SB agreed to organise.

I left site at 12:48.

### **Breaches of permit conditions**

No breaches were recorded at the time of the visit based on the observations made. However, due to the lack of access and inability to assess the majority of the infrastructure, I have issued a C4 breach for general site maintenance with an action to undertake all necessary improvement works to enable a re-visit to be conducted as soon as practicable.

1. CATEGORY 4 BREACH – PERMIT CONDITION 1.1.1 – General management

*The operator shall manage and operate the activity:*

*(a) in accordance with a written management system that identifies and minimises risks of*

*pollution so far as is reasonably practicable, including those risks arising from operations, maintenance, accidents, incidents, non-conformances and those drawn to the attention of the operator as a result of complaints; and*

*(b) using sufficient competent persons and resources.*

As stated by SB during the visit, maintenance on this asset has been poor, resulting in the current situation as described in the report content. As such, a C4 breach has been added to reflect my inability to inspect the vast majority of infrastructure on site at the time of the visit.

Please see report content for further justification

### **Actions required by dates specified**

1. Undertake all necessary improvement works to enable a re-visit to be conducted as soon as practicable. NRW shall be informed once this maintenance has been completed.

**Deadline: Non-specific, please inform NRW of when the works are completed.**

2. Provide photographic evidence of the following infrastructure as evidence of their current conditions:
  - Wet well
  - Valve chamber(s)
  - EDM sensor(s)
  - Screen(s)
  - Outfall to Ebbw Estuary

**Deadline: 04/12/2025**

3. Confirm/provide the following information for the benefit of NRW:
  - Duty pump setup and maintenance schedule
  - Wet well cleaning schedule
  - On-line and off-line storm storage capacity
  - Telemetry/alarm maintenance schedule
  - Routine maintenance schedule
  - Emergency response plans
  - Records/data documenting overflow events
  - Records of any environmental monitoring undertaken

**Deadline: 04/12/2025**

4. Organise a re-visit with NRW of the site once all maintenance has been completed.

**Deadline: Non-specific, once works have been completed.**

If we do not receive the information requested within specified deadline and have not been informed as to why there is a delay then we may serve a Regulation 60 Notice requiring the information under Environmental Permitting (England and Wales) Regulations 2016.

**Other advisory comments**

No other 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@cyfoethnaturiolcymru.gov.uk](mailto:elis.nuttall@cyfoethnaturiolcymru.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 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.