

Compliance Assessment Report CAR_NRW0049763

Permit being assessed: AN0031701

For: Pill North PS North Octopus Rdbt, held by DWR CYMRU CYFYNGEDIG

At: Off Usk Way A4042, Pill, Newport, NP20 2BL.

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

On 22/10/2025, between 11:09 and 11:49.

Parts of permit assessed: Site infrastructure and operations

NRW Lead Officer: Elis Nuttall.

Report sent to: DCWW, Water Industry, on 14/11/2025.

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

| Part of permitted activity assessed (criteria) | Assessment result | Permit condition |
|---|-------------------|-------------------------------------|
| WQ-B2 - Water Quality - Operations - The site | C4 No impact | 3.1.3 - Accessible monitoring point |
| WQ-B3 - Water Quality - Operations - Operating techniques | Action only (X) | |
| WQ-B3 - Water Quality - Operations - Operating techniques | Action only (X) | |
| WQ-A1 - Water Quality - Management - General management | Action only (X) | |
| WQ-D1 - Water Quality - Information - Records | 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-B2 | Provide photographic evidence of the sample point chamber and the infrastructure within for visual assessment. | 28/11/2025 |
| WQ-B3 | Provide further details on recent pump maintenance as evidence of effective operation. | 28/11/2025 |
| WQ-B3 | Review the appropriateness of the pumps installed on site and provide NRW with a written statement on how they are performing and/or the need to instal a new system. | 14/12/2025 |
| WQ-A1 | Provide details (with evidence) on the maintenance and cleaning regimes associated with the screen and overflow channel. | 28/11/2025 |
| WQ-D1 | Provide flow and EDM data for the 12 month period prior to the inspection (October 2024 - October 2025). | 28/11/2025 |

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

Site Visit Report

This report details the site visit made by Natural Resources Wales (NRW) on the 22/10/2025 to Pill North Pumping Station (PS), operated by Dŵr Cymru Welsh Water (DCWW), permit reference number EPR-AN0031701.

I (NRW Environment Officer Elis Nuttall) attended Pill North PS, Usk Way, Newport, NP20 2BL at 11:09 for a water quality permit compliance inspection where I met with DCWW's Operational Supervisor (SB). The weather was clear and dry during the visit.

General Observations

This site is a pumping station with a permit to operate a water discharge activity, namely the discharge of storm sewage (A1) and the discharge of sewage in emergency (A2). An emergency shall be defined as the period when the sewage pumping station is inoperative as a result of electrical power failure, mechanical breakdown of duty and standby pumps, rising main failure or blockage of the downstream sewer which is not due to the act or default of the operator, its agents, representatives, officers, employees or servants.

The discharge overflow setting shall be 6l/s, with a maximum solid matter size of 6mm in more than 1 dimension ensured via the provision of a 6mmx6mm screen. The maximum storage capacity shall be 107m³. The effluent sampling point shall be provided at ST3185087415. The discharge point shall be located at ST3185187445.

The site was operational at the time of the visit.

Initial Discussion

This was the first compliance visit to this site. While the history of the site was discussed briefly, the only major change noted since its installation was a permit variation and consolidation in 2020 to include event duration monitoring (EDM) as part of the AMP environmental improvement programme. It was noted by SB that DCWW consider this a "crossover site" due to the presence of not only pumps but also a screen and a CSO.

We then proceeded to inspect the site infrastructure.

Site Infrastructure

On entry to the site, it was clear that access was adequate, with the compound itself secure, but there was a significant amount of litter with a risk of contaminated sharps and biological wastes present (as advised by SB). As such it is noted that a high degree of care will be needed for subsequent visits, with all appropriate protective equipment a necessity. The nature of the site and access route (being relatively accessible to the public) means that this issue is likely to continue, however I advise a general site clean-up would be a benefit and improve the health and safety standards for operators. These observations can be seen in Figure 1.



Figure 1 – General site conditions at the time of the visit.

It is noted all covers and grates were present and secure, although SB had to contact another DCWW operator to gain access to the chambers due to difficulties with removing the security features. We proceeded to inspect the other site infrastructure while we awaited this assistance.

The control room was observed, with all control panels appearing clean and dry with no cracks or condensation present. An emergency stop function was present as well as a generator plug in point which requires a panel to be removed to access. Evidence of these conditions are seen in Figure 2.



Figure 2 – The control panel and associated infrastructure as observed during the visit.

The site log book was inspected and found to be updated regularly with routine maintenance operations as well as unplanned maintenance. A notable recurring issue was the number of pump failures at the site. SB admitted that the pumps on site are slightly under sized for the volumes experienced and as a result require significant maintenance to

maintain effective operation. As a result, I have requested further information on the pump maintenance as well as an assessment of the appropriateness of the system currently installed. These are reflected in the actions list below. The pumps in place were described to be on a duty and standby system. They were operational at the time of the visit and appeared to be operating effectively with no concerning noise or vibration noted.

Despite including a CSO, this site does not have a wet well, with the screen and overflow channel within the sewer itself. The chamber was lifted and the overflow channel observed to be clean with the screen free of debris. The aperture size appeared appropriate. There was no noxious odour present. This is evidenced in Figure 3. I have requested maintenance records and cleaning regimes for both the screen and overflow channel, please see the actions list.



Figure 3 – The screen and CSO channel as observed during the visit.

The valve chamber was lifted and observed to be in a good condition with no corrosion present and a tanker point in place. This is evidenced in Figure 4.



Figure 4 – The valve chamber as observed during the visit.

SB noted that the sample point as well as the EDM and flow monitoring sensors are located within the chamber at ST3185487408. While the location of the sample point is compliant (within the acceptable distance discrepancy) an assessment was not possible at the time of the visit due to the operators not being able to lift the chamber cover. While this is technically a breach of Condition 3.1.3 (accessible monitoring point) I am happy to issue a C4 breach (no environmental impact) due to the area in question being accessible (as seen in Figure 5) and with the correct equipment would have been able to be inspected. As such, I have requested photographic evidence of the open chamber and internal infrastructure to be provided as evidence of its appropriate condition. This includes the sensor heads for flow and EDM recording. I have also requested data for flow and EDM records for the 12 months prior to the visit. See the actions list below for further details.



Figure 5 – The sample point chamber which was not able to be lifted at the time of the visit.

The outfall (described as a Duck's Foot outfall by SB) was observed and confirmed to be located at ST3185387445, as stipulated by the permit. There was no evidence of pollution, debris or staining around the outfall, as evidenced in Figure 6. There were two secondary outfalls directly adjacent to the consented discharge point (at ST3184587455) characterised by flap valves rather than the Duck's Foot on the CSO outfall. It was noted by SB that these were not a DCWW assets and are likely components of Newport City Council's surface water system. Regardless, these outfalls did not appear to be discharging polluted material, with the higher outfall being heavily vegetated, indicating infrequent discharges. I had no concerns of misconnections or inappropriate usage.



Figure 6 – The outfall as observed during the visit.

Left to right: CSO outfall, CSO outfall, Surface water outfall.

No further observations were made during this inspection.

Final Discussion

I outlined my observations and actions to SB who raised no further questions.

I left site at 11:49.

Breaches of permit conditions

Below are the permit breaches that were identified during the site inspection.

1. CATEGORY 4 BREACH – PERMIT CONDITION 3.1.3 – Accessible monitoring point

An accessible monitoring point shall be provided and maintained to enable the emissions monitoring programme to be carried out at the monitoring point specified in table S3.4 of schedule 3 and shown marked on the site plan in schedule 7.

Due to the incorrect lifting equipment available at the time of the visit I was unable to gain access to the sample point. However, the location was accessible and with the correct equipment would be able to take a sample if needed. As a result a C4 breach is justified.

Please see report content for further justification

Actions required by dates specified

1. Provide further details on recent pump maintenance as evidence of effective

operation.

Deadline: 28/11/2025.

2. Review the appropriateness of the pumps installed on site and provide NRW with a written statement on how they are performing and/or the need to instal a new system.

Deadline: 14/12/2025.

3. Provide details (with evidence) on the maintenance and cleaning regimes associated with the screen and overflow channel.

Deadline: 28/11/2025.

4. Provide photographic evidence of the sample point chamber and the infrastructure within for visual assessment.

Deadline: 28/11/2025

5. Provide flow and EDM data for the 12 month period prior to the inspection (October 2024 - October 2025).

Deadline: 28/11/2025

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

1. Undertake a clean-up of the site to remove any residual litter and potentially hazardous items (sharps, biological waste etc) for the benefit of all operators and visitors/regulators.

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@naturalresourceswales.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 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.