

Compliance Assessment Report CAR_NRW0049764

Permit being assessed: AN0293901

For: SPS At Corporation Road Liswerry, held by DWR CYMRU CYFYNGEDIG

At: SPS At Corporation Road Liswerry, Nr 449 Corporation Rd, Liswerry, Newport, NP19 0HE.

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

On 22/10/2025, between 09:59 and 10:59.

Parts of permit assessed: Site infrastructure and operations

NRW Lead Officer: Elis Nuttall.

Report sent to: DCWW, Water Industry, on 13/11/2025.

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	Action only (X)	
WQ-A1 - Water Quality - Management - General management	Action only (X)	
WQ-A1 - Water Quality - Management - General management	Action only (X)	
WQ-A1 - Water Quality - Management - General management	Action only (X)	
WQ-D1 - Water Quality - Information - Records	Action only (X)	
WQ-D1 - Water Quality - Information - Records	Action only (X)	
WQ-D1 - Water Quality - Information - Records	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	Inform NRW when the wet well cleanse and clean are completed, with evidence of conditions.	13/05/2026
WQ-A1	Inform NRW of the cause of pump #4's failure and when it is repaired with evidence of its completion.	13/05/2026
WQ-A1	Inform NRW of when the foul penstock control panel is installed and operational, with evidence to confirm its completion.	13/05/2026

Criteria	Action needed	Complete by
WQ-A1	Inform NRW of when the odour control system is operational.	13/05/2026
WQ-D1	Provide details with evidence on the most recent telemetry and sensor maintenance undertaken on.	27/11/2025
WQ-D1	Provide data records documenting EDM and overflow events for the 12 months prior to the inspection date (October 2024-October 2025).	27/11/2025
WQ-D1	Provide maintenance details and plans for the pumps on site, including a reinstatement plan for the 4th storm pump.	27/11/2025
WQ-A1	Provide NRW with the drone photos of the outfall as evidence of its condition and compliance.	27/11/2025

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 Liswerry Pumping Station, operated by Dŵr Cymru Welsh Water (DCWW), permit reference number EPR- AN0293901.

I (NRW Environment Officer Elis Nuttall) attended Liswerry Pumping Station, Corporation Road, Newport, NP19 0HE at 09:59 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

The site is a sewage pumping station, with the permit itself regulating the emergency storm sewage discharge.

The permit consents the discharge of storm sewage only via a 1830 millimetre pipe to the River Usk Estuary at ST32948700. Discharge is consented to only occur when the flow in the sewer (storm overflow chamber) exceeds 840 litres per second. The consent does not stipulate any Water Quality standards other than the discharge shall pass through a screening device with apertures no greater than 6mm, with all screenings removed to prevent entry to the discharge.

The site was operational at the time of the visit.

Initial Discussions

This was the second NRW compliance visit to this asset, the previous of which was conducted in October 2024. During that visit, the site was undergoing capital works on the below ground infrastructure (wet well, screens, pump etc) so only the components within the pumping station building (above ground) and the outfall were available for inspection. As such, I made the inspection of the below ground infrastructure a priority of this visit.

I began this visit by discussing the current conditions on site with SB. It was noted that further works were ongoing, with external contractors on site undertaking confined space infrastructure improvements, mainly concrete repairs. However, SB informed me that the site was and is operational and meeting the required 804I passing forward. Once the concrete repairs are complete SB stated the intention to complete a wet well cleanse and clean. I have requested that the completion of the cleanse be communicated with NRW once completed.

Regarding current operations, SB stated that three of the four duty pumps were in working order. The fourth (ref #4) was noted to not be giving any flow at the time of the visit, possibly due to a blockage or a grit buildup. I requested that once this issue has been resolved that an update is supplied to NRW for reference. The remaining pumps were noted to be in good working order. After the capitol works undertaken following the previous visit, it was stated that the foul penstock has been replaced and is now working, with the site waiting on a control panel to operate it. The completion of this work shall be notified to NRW on its completion. The only other forthcoming improvement to the site is the installation of odour control which, as stated by SB, should be in place soon. Once operational, this should reduce the odour generated by the PS operation. Please ensure NRW are informed when this system become operational. This has been added as an action below.

The site log book was inspected and appeared to be updated regularly with both routine maintenance and required repairs recorded effectively. I raised no concerns on the records observed.

Prior to undertaking the infrastructure inspection, we were required to complete an induction with the operators conducting the concrete repairs do to confined spaces requirements. This was completed and signed off by the site manager.

We then proceeded to inspect the site infrastructure.

Site Infrastructure

I commenced my inspection in the site control hall. General conditions were adequate, with access slightly hindered by the physical and health and safety restrictions posed by the ongoing repair works. However, this did not overly hinder the inspection. Figure 1 shows the conditions observed at the time of the visit.



Figure 1 – Control hall conditions at the time of the visit.

All control panels were clean and dry with no cracks or condensation present. The digital readouts were operational and working as designed, displaying all required recording and monitoring data. An emergency stop function is in place. These observations are evidenced in Figure 2.



Figure 2 – The control panels and readouts as observed during the visit.

While the site has a backup generator it was not in operation at the time of the visit, but it was noted that the site in on a dual supply system.

Regarding monitoring and data recording, SB stated that flow rate and EDM are monitored with data displayed in real time of the readouts (Figure 2) and via telemetry. The alarms themselves were noted to be on a 4 year maintenance regime, although SB did not have information on the most recent maintenance undertaken on them. I have actioned that this

information is shared with NRW, see actions list below. I have also actioned a data request for records documenting EDM and overflow events.

On entering the below ground infrastructure, I was able to make some observations but due to the nature of the site not every piece of infrastructure was clearly visible.

The wet well was observed to be in a good condition with no cracks or corrosion present. SB explained that the top level alarm is set at ~5m, with a full capacity of ~7m. However, the system is calibrated to start pumping when the level reaches 2.5m. EDM data will confirm the frequency of these events. Regarding maintenance, SB noted that a full clean of the well will be undertaken in Summer 2026, with a top clean scheduled for early (“after the new year”) 2026. The conditions outlined above are observed in Figure 3.



Figure 3 – The wet well as observed during the visit.

The duty pumps are located within the wet well chamber. SB described the setup as 4 pumps for foul and 4 (3 operational) pumps for storm. Despite only 3 storm pumps being operational, SB claimed that the site is still operating effectively. Due to the nature of the site and the ongoing works, an effective assessment was not possible at the time of the visit so I have requested maintenance records for the pumps in operation and a request to inform NRW of when the 4th foul pump is back in operation. This is outlined below.

The level sensors and EDM monitors were observed to be in place and clear of debris or damage. This is seen in Figure 4.



Figure 4 – Level sensor and EDM monitor heads as observed during the visit.

The screen was observed to be removing debris prior to onward flow with the majority of solids being held within the tank (Figure 5). While no excessive solids were observed to be passing forward at the time of the visit, there was a large amount of rag and debris caught in the safety rails throughout the chamber, indicating very high flows which may have overtopped the screen and top level of the wet well. EDM data will evidence these events. These areas (as observed in Figure 6) should be included in any cleaning scheduled in 2026.



Figure 5 – The screen as observed during the visit.



Figure 6 – The rag build up as observed during the visit.

The valves were observed and appear to be in a good condition with no excessive

corrosion present. This is evidenced in Figure 7.

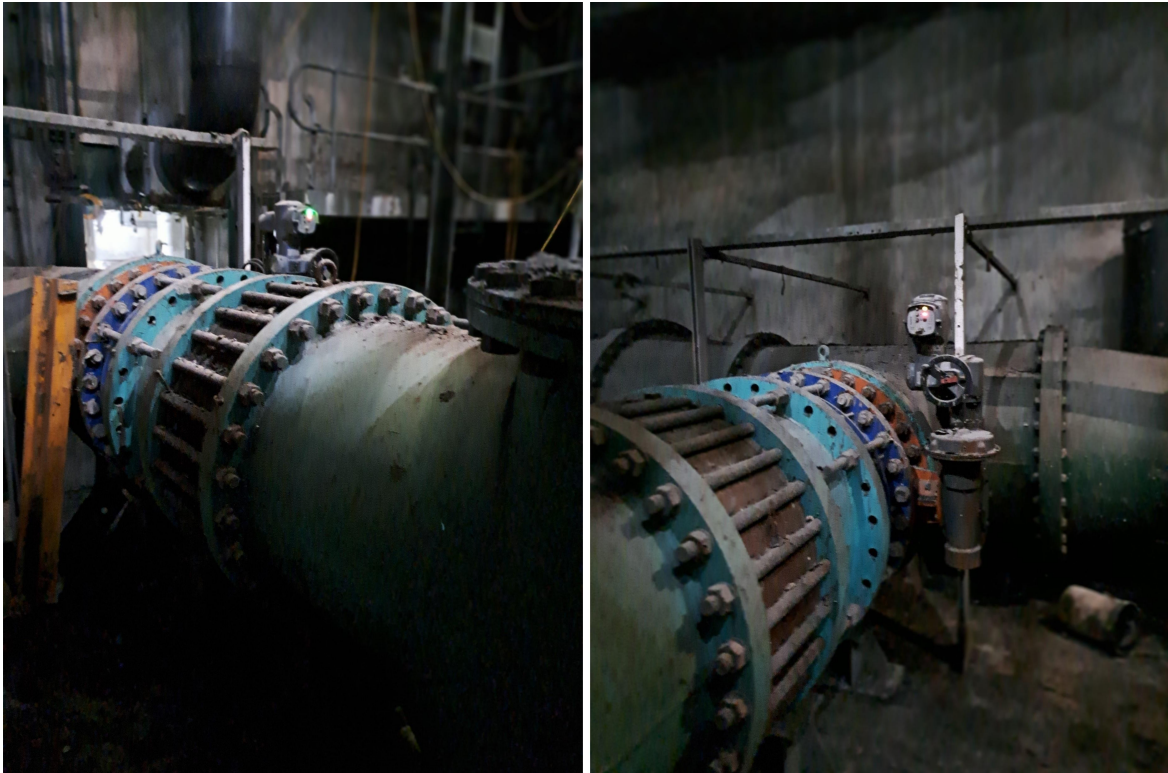


Figure 7 – The valves as observed during the visit.

This concluded the below ground infrastructure assessment.

We then proceeded to the consented outfall/discharge point. On previous visits DCWW were unable to confirm where the discharge point was located. However, by using drones, the location has now been confirmed and is situated in the correct place consistent with the permit (ST3294487020). While the outfall was visible (to an extent) from the main road (as seen in Figure 8) access to it is limited due to the estuarine nature of its location. As a result, an assessment of its condition could not be undertaken at the time of the visit. SB noted that DCWW will provide the drone images that they captured showing the outfall condition as evidence of compliance. This has been actioned below.



Figure 8 – The outfall as observed during the visit.

No further observations were made during this inspection.

Final Discussions

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

I left site at 10:59.

Breaches of permit conditions

No breaches were recorded during this inspection. Please see a list of actions below.

Actions required by dates specified

1. Inform NRW when the wet well cleanse and clean are completed, with evidence of conditions.

Deadline: Non-specific

2. Inform NRW of the cause of pump #4's failure and when it is repaired with evidence of its completion.

Deadline: Non-specific

3. Inform NRW of when the foul penstock control panel is installed and operational, with evidence to confirm its completion.

Deadline: Non-specific

4. Inform NRW of when the odour control system is operational.

Deadline: Non-specific

5. Provide details with evidence on the most recent telemetry and sensor maintenance undertaken on.

Deadline: 27/11/2025

6. Provide data records documenting EDM and overflow events for the 12 months prior to the inspection date (October 2024-October 2025).

Deadline: 27/11/2025

7. Provide maintenance details and plans for the pumps on site, including a reinstatement plan for the 4th storm pump.

Deadline: 27/11/2025

8. Provide NRW with the drone photos of the outfall as evidence of its condition and compliance.

Deadline: 27/11/2025

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

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@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.