

Compliance Assessment Report CAR_NRW0049765

Permit being assessed: AN0031501

For: Pill South B Pumping Station, held by DWR CYMRU CYFYNGEDIG

At: Usk Way, nr Mill Parade, Pill, Newport, Newport, NP20 2JR.

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

On 22/10/2025, between 12:01 and 12:15.

Parts of permit assessed: Site infrastructure and operations

NRW Lead Officer: Elis Nuttall.

Report sent to: DCWW, Water Industry, on 19/11/2025.

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-B3 - Water Quality - Operations - Operating techniques	Action only (X)	
WQ-B3 - Water Quality - Operations - Operating techniques	Action only (X)	
WQ-B3 - Water Quality - Operations - Operating techniques	Action only (X)	
WQ-D1 - Water Quality - Information - Records	Action only (X)	
WQ-B1 - Water Quality - Operations - Permitted activities	Action only (X)	
WQ-B2 - Water Quality - Operations - The site	Action only (X)	
WQ-B2 - Water Quality - Operations - The site	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 the required maintenance to ensure the faulty chamber cover can be closed and secured.	19/12/2025
WQ-B3	Confirm the current cleaning schedule of the wet well and the last time this was conducted.	03/12/2025
WQ-B3	Inform NRW of the most recent servicing and maintenance on the pump as evidence of appropriate management and effective operation.	03/12/2025
WQ-B3	Provide information of the most recent sensor (EDM and	03/12/2025

Criteria	Action needed	Complete by
	level) servicing, calibration and maintenance as evidence of effective operation.	
WQ-D1	Supply NRW with flow data and overflow events for the 12 month period prior to the site inspection (October 2024-October 2025).	19/12/2025
WQ-B1	Confirm if the site possesses screens as per the requirements of the permit, identify what the infrastructure observed is if not screens and justification as to why the screens were removed.	03/12/2025
WQ-B2	Provide photographic evidence of the valve chamber and internal infrastructure for assessment due to access being unavailable at the time of the visit.	19/12/2025
WQ-B2	Provide photographic evidence of the sample point chamber for assessment due to access being unavailable at the time of the visit.	19/12/2025

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 South B Pumping Station (PS), operated by Dŵr Cymru Welsh Water (DCWW), permit reference number EPR- AN0031501.

I (NRW Environment Officer Elis Nuttall) attended Pill South B Pumping Station, Usk Way, nr Mill Parade, Pill, Newport, NP20 2JR at 12:01 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 90l/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 209m³. The effluent sampling point shall be provided at ST3176386471. The discharge point shall be located at ST3178286461.

The site was operational at the time of the visit.

Initial Discussion

This was the first compliance visit to the 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 the screens were removed from this PS ~15 years ago. This was concerning as it is a permit requirement. This is discussed further below.

We then proceeded to inspect the site infrastructure.

Site Infrastructure

On arriving at site, SB noted that DCWW do not have easy 24 hour access to this site due to the entrance gate being located within the yard of a car mechanic business which is locked outside of regular business hours. Additionally, access is sometimes hindered by vehicles from the business being parked in front of the site security gate. It was stated that access can be gained in an emergency by walking along the verge of the A48 (Southern Distributor Road, as seen in Figure 1) however this was agreed to be highly dangerous due to the speed and volume of traffic this road experiences. Regardless, SB admitted that any work required at this site needs to be done with traffic management in place to ensure safe working areas for operators. SB was unsure of a resolution to this issue at the time of the visit. I have issued an advisory comment to explore agreements with the mechanic business to allow 24 hour access and to keep the access gate clear, however I understand that this may not be feasible.

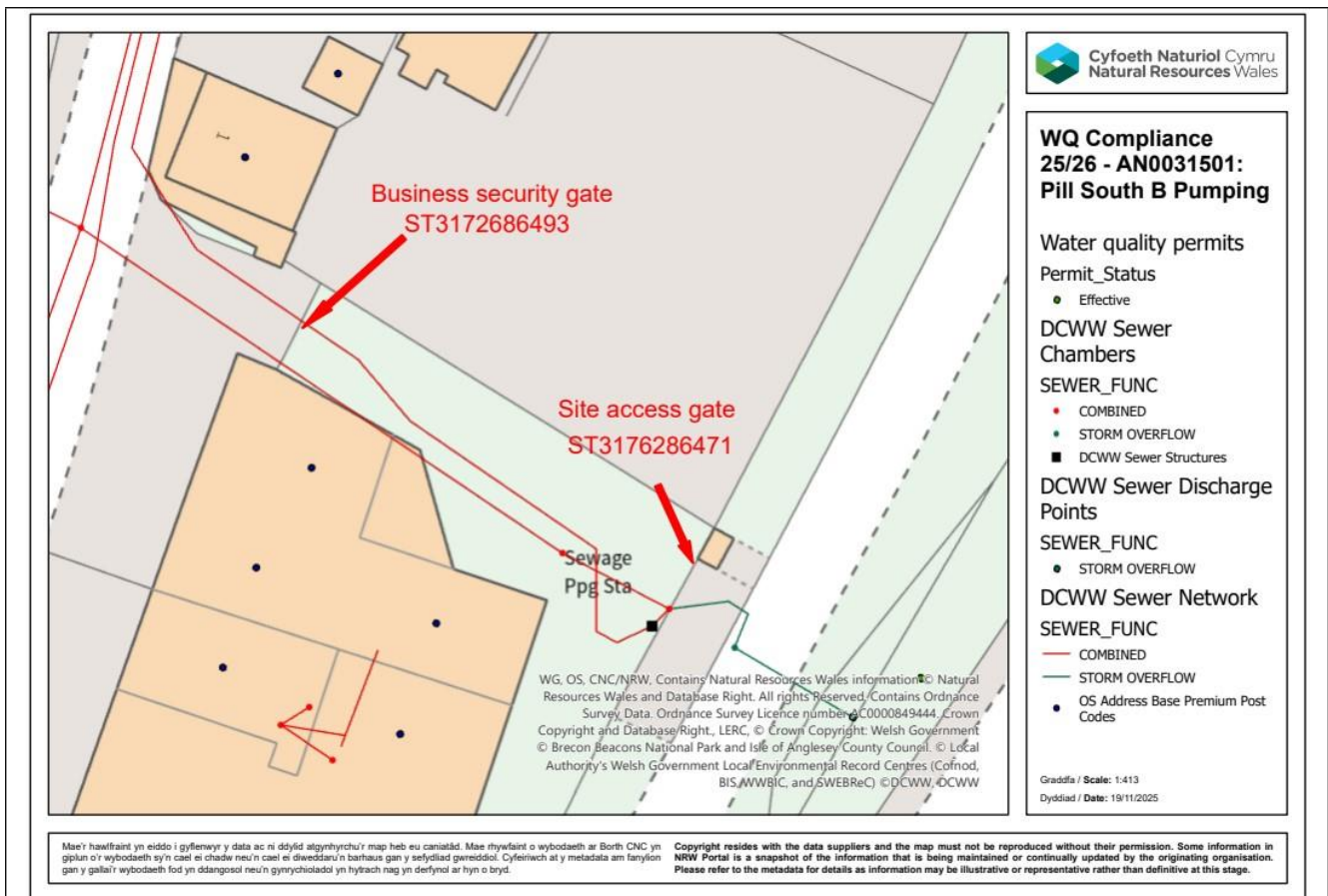


Figure 1 – Map showing access restrictions to site

General site conditions were adequate at the time of the visit. Despite the access issues outlined above, we experienced no issues gaining entry to the site. However, the site compound appeared slightly unkempt, with slippery moss present throughout and various items of waste present. I have issued an advisory comment to undertake a tidy up of the site. One significant issue observed was a chamber that was not able to be closed or locked, with a traffic cone placed on top to keep it shut. This not only raises concerns regarding water ingress but also a health and safety hazard for anyone present on site, particularly as there was also no safety grate present. While SB stated that this was on a maintenance list to be completed, I have added an action to undertake the required work to rectify the issue and an advisory to assess any further health and safety requirements on site. These observations are evidenced in Figure 2.



Figure 2 – General site conditions as observed during the visit

Regarding operational infrastructure, the wet well was observed and the condition appeared appropriate with no major cracks or defects seen and no significant corrosion present. No noxious odours were present. When queried on cleaning the schedule, SB stated they did not know the current arrangements but would confirm it with me at a later date. I have listed this as an action below. The condition of the wet well can be seen in Figure 3.



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

It was explained that the pumps on site work on a dual system, with one duty and one standby pump in situ. SB claimed that they were pumping well, which was substantiated due to no concerning noise or vibration present at the time of the visit. I have requested information on the servicing and maintenance of the pumps for reference, please see the actions list for further details.

The telemetry sensors were observed and seen to be clean, with all infrastructure in a good condition, as seen in Figure 4. The servicing and maintenance was queried, of which SB noted that this could be communicated via email (actioned below). It was stated that EDM and flow are recorded on site, so I have also requested some data as evidence of operation and overflow events.



Figure 4 – The telemetry sensor as observed at the time of the visit.

As noted above, SB stated that there were no screens present at this site, having been removed ~15 years ago. This is concerning as the provision of a screen is a key permit condition (under S3.3) of the storm sewage discharge settings. However, on observing the photographic evidence collected during this visit, I note the presence of what appears to be a screen within two separate chambers on site, as seen in the wet well (Figure 3 above) and in the monitoring chamber seen in Figure 5 below. I request that DCWW confirm if the site possesses screens as per the requirements of the permit, identify what the infrastructure observed is if they are not screens and justification as to why the screens were removed. Further discussions with NRW senior officers and permitting team may be required to resolve this issue. I have not scored this as a breach at this time until further evidence is supplied.



Figure 5 – Apparent presence of a screen within the monitoring chamber prior to discharge, as observed during the visit.

The valve chamber was inaccessible at the time of the visit due to the lack of appropriate access equipment. As such I have requested photographic evidence of the chamber and the infrastructure within so that an appropriate assessment can be made. This is outlined in the actions list below.

The outfall was not accessible during the visit due to it being located on the opposite side of the A48, causing concerns around H&S if we attempted to cross the road. However, access to the outfall is not a permit requirement and as such I was content not to observe it at the time of this visit.

The sample point was confirmed to be within a chamber located at ST3176686474 which is consistent with the permitted location and it is easily accessible from the site compound. However, we were unable to lift the chamber for the same reason as the valve chamber (incorrect access equipment). As such, I have actioned that a photo of the sample point is supplied as evidence of its condition and appropriateness.

The control room and panels were inspected and were found to be clean and dry with no cracks or condensation present. An emergency stop function was present and a backup generator can be installed on site via hard wiring. These observations can be seen in Figure 6. The site log book was observed which appeared to be updated regularly with routine and non-routine maintenance both recorded. There were several pump failures noted due to power dips in the area but these issues were resolved promptly and the

system has not been offline for a prolonged period. No concerns were noted.



Figure 6 – The control panel as observed during the visit.

No further observations were made during this visit.

Final Discussion

I outlined my observations and actions to SB who raised no further questions. I reiterated by concerns regarding the stated removal of the screens but would not issue a breach until further information/confirmation is received. A second compliance report may be required if a breach is deemed to have occurred.

I left site at 12:15.

Breaches of permit conditions

No breaches of permit conditions were recorded during this inspection. However, on confirmation of if the site possesses a screen a separate CAR form may be required.

Actions required by dates specified

1. Undertake the required maintenance to ensure the faulty chamber cover can be closed and secured.

Deadline: 19/12/2025

2. Confirm the current cleaning schedule of the wet well and the last time this was conducted.

Deadline: 03/12/2025

3. Inform NRW of the most recent servicing and maintenance on the pump as evidence of appropriate management and effective operation.

Deadline: 03/12/2025

4. Provide information of the most recent sensor (EDM and level) servicing, calibration and maintenance as evidence of effective operation.

Deadline: 03/12/2025

5. Supply NRW with flow data and overflow events for the 12 month period prior to the site inspection (October 2024-October 2025).

Deadline: 19/12/2025

6. Confirm if the site possesses screens as per the requirements of the permit, identify what the infrastructure observed is if not screens and justification as to why the screens were removed.

Deadline: 03/12/2025

7. Provide photographic evidence of the valve chamber and internal infrastructure for assessment due to access being unavailable at the time of the visit.

Deadline: 19/12/2025

8. Provide photographic evidence of the sample point chamber for assessment due to access being unavailable at the time of the visit.

Deadline: 19/12/2025

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. Explore agreements with the mechanic business to allow 24 hour access and to keep the access gate clear.

2. Review the H&S measures in place regarding chamber access and protections for

site operators.

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.