

Compliance Assessment Report CAR_NRW0049940

Permit being assessed: BG0028801

For: ALLTYBLACA PS ALLTYBLACCA LLANYBYDD, held by DWR CYMRU CYFYNGEDIG
At: ALLTYBLACA PS ALLTYBLACCA LLANYB, ALLTYBLACCA LLANYBYDDER,
LLANYBYDDER, UNKNOWN, UNKNOWN.

Type of assessment carried out: Other, Reason: Incident Response (Incident number: 2504295).

On 01/05/2025.

Parts of permit assessed: 1 (b)

NRW Lead Officer: Heidi Markham.

Report sent to: CARS Mailbox, CARS Mailbox, on 24/11/2025.

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

Part of permitted activity assessed (criteria)	Assessment result	Permit condition
WQ-C1 - Water Quality - Emissions and monitoring - Emissions to water	C3 Minor	1(b)

Result types are explained in more detail in the 'Important Information' section below.

2. What action is required?

Criteria	Action needed	Complete by
WQ-C1	As this discharge was as a consequence of mains water from a burst entering the SPS, it is recommended that DCWW clean water side of the business give early consideration to any potential pathways, the resulting impact on the receiving location and what actions need to be taken to reduce the risk of a pollution event.	28/02/2026

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.

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 01 May 2025 at 10:57 hours, Natural Resources Wales (NRW) received a self-report from Dwr Cymru Welsh Water (DCWW) stating that a clean water burst had entered the Sewage Pumping Station (SPS) at Alltlyblaca, resulting in a spill to the Afon Teifi from the SPS.

Information that has been received by NRW has stated that the pressure logger identified a drop in pressure on the potable main at 01:05 hours and that the burst location was identified at 03:24 hours. At 09:00 hours, the repair team were on site to commence excavation and by 10:10 hours, a self-report was issued after flows from the potable water burst resulted in an EDM spill from Alltlyblaca SPS.

Operational staff discussed the issue and action was taken to throttle the PRV, which reduced the discharge from the excavation site and the EDM spill event ended at 11:27 hours, once the tanker, which arrived on site at approximately 11:00 hours, was able to get the well level reduced sufficiently.

Samples were taken on 01 May 2025, however it was not possible to take upstream and point of entry samples due to access issues at the time of attendance. Samples were therefore taken at the EDM spill point and at a location approximately 136 metres downstream of the point of entry. No samples were taken at the burst location.

The results of the samples are as follows:

On site

	EDM spill point	Downstream
Ammonia (mg/l)	7.30	0.08
Chlorine (mg/l)	0.03	N/A

Laboratory results

	EDM spill point	Downstream
pH	7.4	8
BOD (mg/l)	<47	2
COD (mg/l)	227	<50
Ammonia (mg/l)	5.55	<0.4
Nitrate (mg/l)	<0.2	1.02
Nitrite (mg/l)	<0.04	<0.04

Photographs taken at the time of attendance show the Point of Entry into the watercourse, with no safe access to the outfall (See photograph 1 below) and a view of the downstream point where access was gained and the sample collected (See photograph 2 below). The photographs are date and time stamped as having been taken at 13:16 hours and 14:41 hours respectively, which is approximately 1 hours and 45 minutes and over 3 hours after the discharge had stopped.



Photograph 1: Detailed as 'point of entry in river Teifi showing no safe access to outfall'



Photograph 2: Detailed as 'downstream at safe access where samples were taken'

Although the downstream sample and photograph show that there was no long term significant downstream impact, the sample results from the EDM spill point do demonstrate that there would have been an impact to the Afon Teifi at the outfall location.

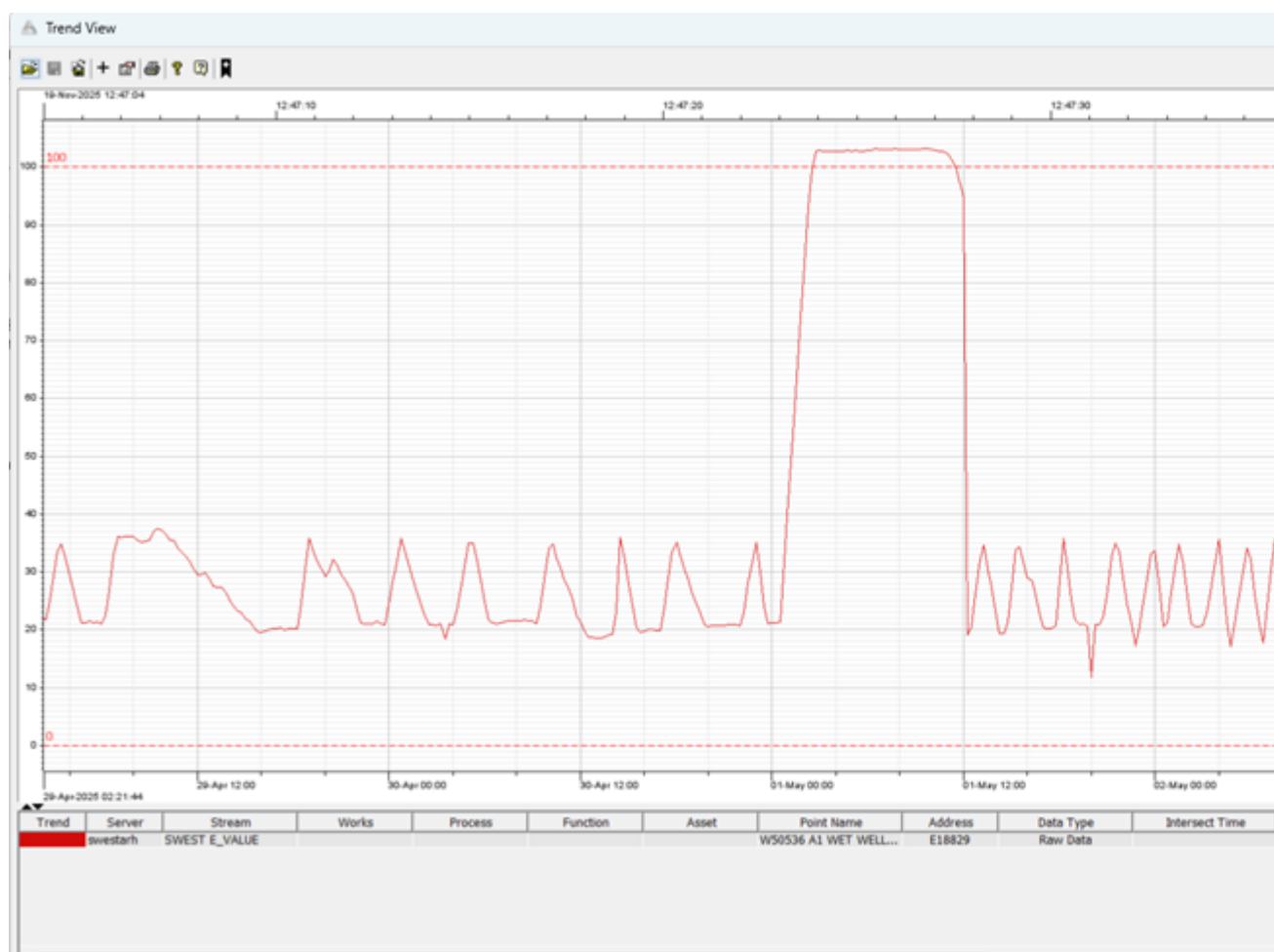
Condition 1(b) of the permit states that the discharge shall only occur when the sewage pumping station is inoperative as a result of one or more of the following:

- i. Electrical power failure not due to the act or default of the discharger, its agents, representatives, officers, employees or servants:
- ii. Mechanical breakdown
- iii. Rising main failure
- iv. Blockage of the downstream sewer not due to the act or default of the discharger, its agents, representatives, officers, employees or servants:

As the discharge that occurred was not as a result of any of the above reasons, as outlined within the permit, it is considered that the discharge that occurred at Alltyblaca SPS on 01 May 2025 is a breach of Condition 1(b) of the Environmental Permit.

It is recognised that although the discharge appeared to be predominantly wastewater, on this

occasion this was as a result of drinking water entering the SPS due to a main water burst, as is demonstrated in the trend data below.



It is recommended that DCWW, when responding to a main water burst, consider the pathway of the water and what impact that may have on the receiving location. It is also recommended that the throttling of the PRV and any other appropriate actions are considered earlier in the process when responding to this type of incident.

The above, although has a stated deadline, is an ongoing action, with the expectation that this is implemented immediately and continues beyond the deadline.

Taking the above information into consideration, the incident that occurred on 01 May 2025 at Alltyblaca SPS is considered to have had a foreseeable minor impact on the receiving watercourse and a site warning is considered the most appropriate enforcement response on this occasion.

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.