

Compliance Assessment Report CAR_NRW0050185

Permit being assessed: AW1000701

For: Builth Wells Wastewater Treatment Works, held by DWR CYMRU CYFYNGEDIG
At: Off Hay Road (A470), Builth Wells, Powys, LD2 3BP.

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

On 15/12/2025, between 09:45 and 10:25.

Parts of permit assessed: See Criteria Below

NRW Lead Officer: Chris Gurney, accompanied by: Kirsty Allwood.

Report sent to: CARS mailbox, CARS mailbox, on 17/12/2025.

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	Assessed (A)	
WQ-B1 - Water Quality - Operations - Permitted activities	Assessed (A)	
WQ-B2 - Water Quality - Operations - The site	Assessed (A)	
WQ-B3 - Water Quality - Operations - Operating techniques	Assessed (A)	
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-B2	Confirm capacity of storm well.	30/01/2026

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

This was a preplanned OSM site inspection conducted by Natural Resources Wales Officers, Chris

Gurney and Kirsty Allwood. The following DCWW representatives showed us around the site: Process Scientist and Senior Operative.

The weather during the visit was overcast and raining. We were shown through the works from the inlet through to the outfall.

General observations

This sewage treatment works is a filter bed works that has two filter beds and falls under Operator Self-Monitoring Tier 3 requirements.

Inspection summary

- The step screen was visually inspected and appeared to be in working order during the visit. There was no evidence of substantial solids passing into the next stage of treatment, indicating effective operation.



- The primary settlement tank was functioning correctly; the rotating half-bridge was observed operating, and no solids were seen carrying over into the outfall channel.



- The distribution chamber was visually inspected, and there were no signs of solids or any material that should not be present.



- The rotating arms on the filter beds were operational and observed moving freely, providing even distribution of effluent across both beds. The filter beds were clear of debris, with no

signs of pooling or excessive vegetative growth.



- The humus tank was inspected and showed no signs of concern. Outflows were clear of debris, and there were no solids within the tank.
- The outflow MCERTS (Magflow) flow meter was inspected and appeared to be operating as required.
- The outflow into the river Wye showed no signs of concern and was free from discolouration and sewage fungus. River levels were high during visit, but outflow could still be visually seen.



- The storm well and sort tanks were inspected and the EDM instrument was observed within the storm wet well. There were no areas of concern, and the EDM sensor was operational.



Can you please confirm the capacity of the storm well.

- The UWWTW sample point was clear of obstructions and had clear signage.

General comments

Overall, the site appeared well maintained with no signs of concern observed during the visit. Visually the site was in good working order.

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.