

Compliance Assessment Report CAR_NRW0041648

Permit being assessed: BW4100201

For: CSO and EO at Knelston Pumping Station, **held by:** DWR CYMRU CYFYNGEDIG

At: A4118, Knelston, Reynoldston, Swansea, SA3 1AR.

Type of assessment carried out: Other,

Reason: Incident Response (Incident number: 2511365).

On 18/12/2025.

Parts of permit assessed: Operations 2.1 & 2.3

NRW Lead Officer: Sarah Bennett.

Report sent to: CARS@dwrwymru.com, CARS Mailbox, on 14/01/2026.

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

Part of permitted activity assessed (criteria)	Assessment result	Non-compliant permit condition
WQ-B1 - Water Quality - Operations - Permitted activities	Assessed (A)	
WQ-B3 - Water Quality - Operations - Operating techniques	Assessed (A)	

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

2. What action is required?

No action required.

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

The purpose of this Compliance Assessment Report (CAR) is to:

- Record our compliance assessment of a discharge reported as an incident which took place on the 18/12/2025.
- Record the status of the Storm Overflow under AMP Driver Investigation W_U_O_INV1 (GN066 SO Performance Classification).
- Record the status of the Emergency Overflow under AMP Driver Monitoring W_U_MON6 (Installation of MCERTS EDM).
- Record any completed actions from previous CARS.

Compliance assessment of a discharge which took place on the 18/12/2025

Condition 2.1.1 states that the only activities authorised by the permit are the activities specified in schedule 1 table S1.1. (notably the discharge of storm sewage and sewage in an emergency).

Condition 2.3.2 states that for the discharge specified in table S3.3 (storm sewage):

(a) The discharge shall only occur when and only for as long as either:

(i) the flow passed forward is equal to or greater than the overflow setting indicated due to rainfall and/or snow melt or

(ii) the hydraulic capacity of the sewer network downstream of the combined sewer overflow is reached due to rainfall and/or snow melt and the level of storm sewage in the sewer at the combined sewer overflow is greater than the weir level of the overflow structure which is specified as an overflow setting in table S3.3.

On the 18 December 2025 we received a report of a discoloured discharge coming from the outfall at Knelston (Frogmoor) Sewage Pumping Station (SPS) where there is a permit in place to discharge storm sewage and sewage in an emergency.

Our assessment has concluded that discharge occurring on the 18 December 2025 was storm sewage. We believe that the Combined Sewer Overflow (CSO) was discharging due to a prolonged period of rainfall which included heavy rainfall. When taking into account the normally clear nature of storm sewage discharged from this CSO and the evidence available to us we believe that, in all probability, the SPS well had become contaminated by a substance you would not normally expect to be discharged into the network near to the SPS.

The information you have provided to us leads us to believe that the pumping station was operating as it should do and no emergency discharge took place.

You are therefore compliant with Conditions 2.1.1 and 2.3.2 of your permit.

During your investigation you found inaccuracies in the EDM telemetry, whereby spills were not being recorded correctly. You have told us that this problem has since been resolved. In addition, you believe that the MCERT monitoring due to be installed within AMP 8 will improve the reliability of the telemetry. Compliance with certain permit conditions relating to EDM monitoring will be assessed after the annual data return is submitted in February 2026, notably that the EDM should record data for 90% of the time.

Infiltration in this catchment is an issue, and previous inflow investigations have already been carried out. During this recent investigation you confirmed infiltration into the network, via dye-test, from the adjacent fields. Your Inflow Reduction Team have been notified of your findings.

Status of Storm Overflow under AMP Driver Investigation W_U_O_INV1 (GN066)

My understanding is that the storm overflow's performance will be assessed during AMP 8 (1 April 2025 to 31 March 2030). Knelston SPS CSO has not been previously assessed under the Storm Overflow Assessment Framework (SOAF).

Status of Emergency Overflow under AMP Driver Monitoring W_U_MON6 (MCERTS EDM).

My understanding is that the MCERTS EDM will be installed during AMP 8 (1 April 2025 to 31 March 2030).

Completed actions from previous CARS.

All actions have been completed.

In CAR_NRW0045149 issued on the 01/08/2024 we asked you to confirm the location of the EDM monitor, inspect the screens at the SPS and report back to us with your findings. You provided us with this information and confirmed that there was no screen in place. I have attached the photographs for reference.

Thank you.

End

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 required for the permit condition assessed to avoid non-compliance. No non-compliance scored at this time
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

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 Monitoring
- WQ-C5 Installation of monitoring boreholes

WQ D: Information

- WQ-D1 Records
- WQ-D2 Reporting
- WQ-D3 Notifications

Enforcement response

Any non-compliance with a permit condition 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 twenty working days to let you know if we agree to your request.

Disputing the Content of this Compliance Assessment Report Form

If you disagree with the content of this Compliance Assessment Report form, you should submit your concerns, in writing, to the regulating officer who issued it within **15 working days** of its issue. This will be treated as a **Stage 1 review**.

If you are not satisfied with the outcome of the stage 1 review, you may request a **Stage 2 appeal**. This request must be submitted **within 21 working days** of receiving the response from the stage 1 review.

Further details on our review and appeal process are available at: [Natural Resources Wales / Appeal a regulatory decision from Natural Resources Wales](#)

Concerns Not Related to the Content of this Compliance Assessment Report Form

If your concerns do not relate to the content of the Compliance Assessment Report form, you should first attempt to resolve the issue with the regulating officer or their line manager.

If the issue remains unresolved, please contact our **Customer Contact Team**:

- **Telephone:** 0300 065 3000 (Monday to Friday, 09:00–17:00)
- **Email:** enquiries@naturalresourceswales.gov.uk

They will provide details on how to escalate your concerns through our **Complaints and Commendations procedure**.

If you are dissatisfied with our response, you may contact the **Public Services Ombudsman for Wales**:

- **Telephone:** 0300 790 0203
- **Email:** 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.