

Compliance Assessment Report CAR_NRW0050392

Permit being assessed: BP0297101

For: PENTRELLWYN PSTN, **held by:** DWR CYMRU CYFYNGEDIG

At: OFF GORIG ROAD, PENTRELLWYN, LLANDYSSYL, CEREDIGION, SA44 4LG.

Type of assessment carried out: Report/Data Review,

Reason: Incident Response (Incident number: 2510295).

On 19/11/2025.

Parts of permit assessed: Conditions 1; 2; and 8(a)

NRW Lead Officer: Bethan Lewis.

Report sent to: CARS mailbox, CARS mailbox, on 20/01/2026.

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-C1 - Water Quality - Emissions and monitoring - Emissions to water	Action only (X)	
WQ-C4 - Water Quality - Emissions and monitoring - Monitoring	C3 Minor	8(a)

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	Clear sewage fungus from outfall (if present) and monitor the outfall to prevent the build-up of sewage fungus.	03/03/2026
WQ-C4	Confirm why no alarm was generated for the failure of the pumps on or before the 19 November 2025, and confirm what measures will be taken to ensure that an alarm is raised when necessary in future.	03/03/2026

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 the 19 November 2025, Dŵr Cymru Welsh Water (DCWW) notified Natural Resources Wales (NRW) of an emergency discharge at Pentrellwyn Pumping Station (PS) (permit number: BP0297101) that had been caused by a fault with the pumps (incident reference: WIRS 2510295).

On the 23 December 2025, DCWW supplied NRW with a pollution storyboard that stated that the fault with the pumps had first been identified by DCWW's operations team during a visit to Pentrellwyn PS on the 19 November 2025. The operations team noticed that both wet well pumps were not operating, causing sewage to discharge into the Nant Ythan via the pumping station outfall as shown in photograph 1 below.

Under conditions 1 and 2 of permit BP0297101, DCWW are permitted to discharge sewage into the Nant Ythan from Pentrellwyn PS during an emergency. An emergency includes an occasion when the sewage pumping station is inoperative as a result of the "*mechanical breakdown of duty and standby pumps*".

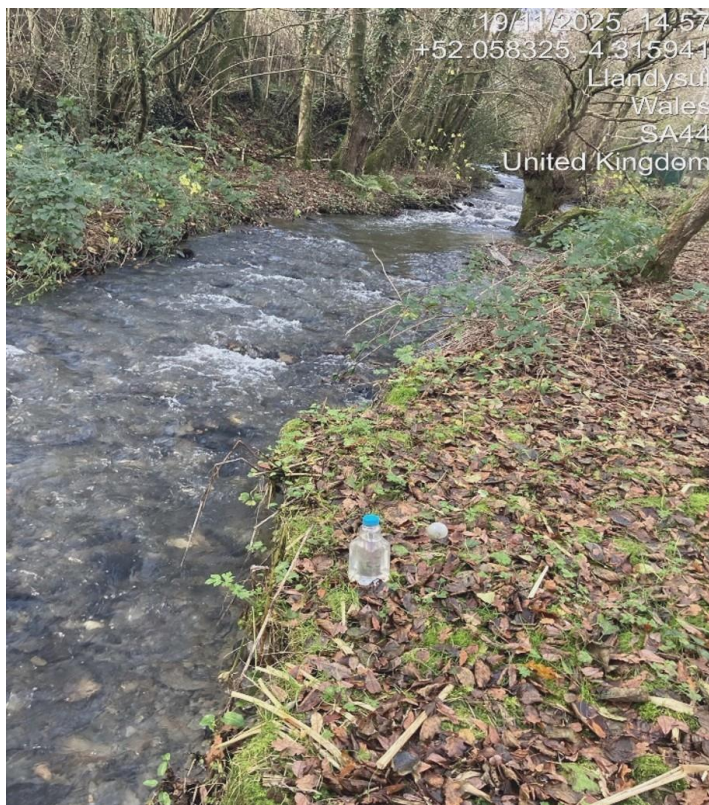
DCWW confirm that no alarm was generated for the fault with the pumps. This is a breach of condition 8(a) which states that "*a 24 hour response telemetry alarm system shall be provided and maintained to give notification of failure or breakdown of the pumping station*". In response to this breach, a category 3 non-compliance has been recorded above for a non-compliance that has the potential to have a minor or minimal impact or effect on the environment, people and/or property. To rectify the non-compliance, DCWW are asked to confirm why no alarm was generated for the failure of the pumps on or before the 19 November 2025, and to confirm what measures will be taken to ensure than an alarm is raised when necessary in future. NRW ask for a response from DCWW by the **03 March 2026**.

As shown by photograph 1 below, the volume of sewage discharging into the Nant Ythan on the 19 November 2025 was minimal. It does however appear from photograph 1 that sewage fungus may have been present on the outfall wall. Whilst this does not represent a breach of permit, NRW ask DCWW to clear the sewage fungus from the outfall (if present), and to monitor the outfall to prevent the build-up of sewage fungus. DCWW are again asked to complete this by the **03 March 2026**.



Photograph 1: Photograph supplied by DCWW showing the discharge entering the Nant Ythan from Pentrellwyn PS on the 19 November 2025

Photograph 2 below shows the Nant Ythan downstream of Pentrellwyn PS during the emergency discharge on the 19 November 2025. As shown by photograph 2, the discharge did not cause discolouration in the watercourse.



Photograph 2: Photograph supplied by DCWW showing the Nant Ythan downstream of Pentrellwyn PS on the 19 November 2025

During the emergency discharge on the 19 November 2025, DCWW collected samples from the Nant Ythan upstream (SN 41308 42529) and downstream (SN 41315 42515) of Pentrellwyn PS's outfall, as well as from the point of entry of sewage into the watercourse (SN 41312 42519). The samples were found to contain 0mg/l, 0.1mg/l, and 0.07mg/l ammonia respectively. Under Water Framework Directive (WFD) standards, these ammonia concentrations are reflective of high quality river water.

The pumps at Pentrellwyn PS were restored to normal operation on the 19 November 2025, stopping the discharge of sewage into the Nant Ythan. Further investigations were conducted on the 20 November 2025, however a cause for the fault could not be identified. As the exact cause was not identified, NRW advise DCWW to monitor the pumps closely to ensure that the same issue does not reoccur.

In this document 'Natural Resources Wales' means the Natural Resources Body for Wales established by Article 3 of the Natural Resources Body for Wales (Establishment) order 2012.

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.