

Compliance Assessment Report CAR_NRW0050393

Permit being assessed: CM0021701

For: Pontfadog Wastewater Treatment Works, **held by:** DWR CYMRU CYFYNGEDIG

At: Glyntraian, Pontfadog, Llangollen, LL20 7AU.

Type of assessment carried out: Check Monitoring/Sampling,

Reason: Routine.

On 29/12/2025.

Parts of permit assessed: 3.1 emissions to water

NRW Lead Officer: Angela Roberts.

Report sent to: CARS Mailbox, CARS Mailbox, on 04/02/2026.

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

Part of permitted activity assessed (criteria)	Assessment result	Non-compliant permit condition
WQ-C1 - Water Quality - Emissions and monitoring - Emissions to water	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

NRW were notified of an exceedance by DCWW at Pontfadog Wastewater Treatment Works on the 7th January 2026.

The OSM sample taken on the 29th December 2025 had a BOD result of 98mg/l (permit

limit 40mg/l).

Email notification that a waiver was going to be submitted was sent to NRW on the 7th January 2026 and the resultant exceedance waiver report was received on the 14th January 2026 due to an excessive amount of FOG (fats, oil and grease) entering the works from a third party.

Crude sample taken also showed elevated COD results entering the works (FOG has a high organic loading)

The FOG soon stopped and the day after the sample it was mostly contained within the scum boards of the primary tank afterwards, leading to a better sample. Over the 29th and 30th, the operator managed to remove some of the FOG through pumping into the sludge tanks and allowing a limited amount of uncontaminated water back into the works to create a bit more space in the sludge tanks to store the FOG. There was still FOG in the treatment process, but it was contained. Outfall and river samples were also taken a couple of hours after the OSM sample by the operator and showed that river impact was low from the final effluent.

The waiver has now been assessed under 3rd party/not bound to receive and on this occasion the waiver will be accepted.

DCWW acknowledge that this is the second instance of third party unauthorised discharge and that the first set of investigations (undertaken by DCWW and an external contractor) did not find a third-party connection or illegal dumping. DCWW will prioritise further detailed investigations within the catchment. CCTV crews are booked in to investigate the sewer near the river crossing in the catchment, and will then go from there to further investigate the catchment.

DCWW have stated access to be an issue for this site such as bridge access, need for specialised tankers/traffic management etc. The site is within current AMP to be pumped to another asset.

Tankers/traffic management have been booked to attend more often which this allows DCWW to have the ability to react quicker when incidents happen, emptying sludge tanks to make sure there is space to pump into them to remove any contaminated effluent before tanker can arrive at site.

A OPNOT was sent in relation to this incident on the 29th December 2025

From the 1/1/26 GN018 should be followed regarding the requirements for self reporting for EPR water discharge activities

Schedule 5 of the permit provides details of what information should be submitted in times of notification.

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.