

Compliance Assessment Report CAR_NRW0049548

Licence being assessed: WA/067/0003/001.

For: , held by: The Crogen Hydro Company Limited.

At: .

Type of assessment: Site Inspection,

Reason: Routine.

On: 01/07/2025, between 11:05 and 12:30.

Parts of licence assessed: See report

NRW Lead Officer: Swyn Spencer, accompanied by Sioned Jones.

Report sent to: John Robertson, Company Officer, on 24/02/2026.

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

| Part of licenced activity assessed (criteria) | Assessment result | Non-compliant licence condition |
|--|-------------------|---------------------------------|
| WR-B3 - Water Abstraction - Abstraction measurement and records - Reporting | C4 No impact | 7.1 |
| WR-D1 - Water Abstraction - Environmental monitoring and Information - Recording | C4 No impact | 9.1 |

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

2. What action is required?

| Criteria | Action needed | Complete by |
|----------|--|-------------|
| WR-B3 | Ensure you (As Licence Holder) select 'electricity meter' within the Online portal to ensure you correctly input the Returns data needed. Ongoing from now on. | 01/04/2026 |
| WR-D1 | Send photo of gauge board | 20/03/2026 |

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 or civil sanctions being imposed depending on the circumstances of the offence.

You are non-compliant with your licence.

We are currently considering taking enforcement action against you for the non-compliance recorded above. We will contact you in due course.

4. Details of our assessment

This Compliance Assessment Report (CAR) has been raised by Natural Resources Wales (NRW) regulating officers to report on the findings of an unannounced site visit at Crogen HEP, Nant Gwastadedd on 2025-07-01, 11:00-12:00. The purpose of the visit was to assess compliance of permit/licence number WA/067/00032/001. The weather was dry at the time of the visit.

Breaches of permit/licence conditions were identified during the visit, as outlined below:

7.1 - Measurement of Abstraction - (C4) Category 4 breach

The licence states that the quantity of water abstracted must be measured by reference to the electrical output of the turbine. This means the abstraction data should be calculated using the electricity generated (in kWh), not by using a physical water meter. The licence holder incorrectly selected “water meter” as the method of measurement on the online returns portal. This led them down the wrong path on the portal, preventing them from entering the correct data (i.e. kWh readings and HAF calculations). As a result, the abstraction returns submitted for 2019–2025 cannot be verified as compliant.

Action: Please resubmit data for your abstraction for the dates between 2019 - 2025. Ensure all the abstraction returns are based on electrical output, in line with the licence conditions. By 1/04/2026.

Returns can be submitted online. If no water was abstracted during the period, a nil return must still be submitted. You will need to be the licence holder or a nominated contact to access the service. If you do not yet have access or require a registration code, please get in touch. More information can be found on the following web page: [Natural Resources Wales / Submit your water abstraction return](#)

If you have any queries or require assistance, please contact the Water Resources Returns Team on 0300 065 3000 (Monday to Friday, 9am–5pm) or email waterresources.returns@cyfoethnaturiolcymru.gov.uk. Please quote your licence number in all correspondence.

They will help you get signed up to the service in order to submit all the outstanding returns.

9.1(ii) – Gauge Board – (C4) Category 4 breach

It is unclear whether a graduated gauge board is installed and operational downstream of the abstraction point.

Action: Send a photo by email of the gauge board and confirm it is installed, monitored, and maintained as required to WR-NW@cyfoethnaturiolcymru.gov.uk by

20/03/2026.

During the visit, the following conditions were also assessed:

Condition 9.1(i): A flow was observed returning to the Nant Gwastadedd, but the exact flow rate was not measured. This means compliance with the minimum flow requirement of 9 litres per second could not be confirmed.

Condition 9.4: The intake works appeared to be generally compliant with the licence terms based on visual inspection. However, the diameter of the intake pipe (required to be no more than 350 mm) was not measured during the visit.

Should you have any queries regarding the contents of this compliance report or your abstraction licence, please do not hesitate to get in touch on the number or e-mail address below.

WR-NW@cyfoethnaturiolcymru.gov.uk / 07854 377 319

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 licence is issued to you under the Water Resources Act 1991 as amended by the Water Act 2003. You have a responsibility to comply with the conditions of your licence 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.

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 licence 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 resource action criteria (used in section 1 and 2):**WR A: Abstraction specified by Licence**

- WR-A1 Source of supply
- WR-A2 Points of abstraction
- WR-A3 Means of abstraction
- WR-A4 Purposes of abstraction
- WR-A5 Period of abstraction
- WR-A6 Quantities
- WR-A7 Land
- WR-A8 Other specified on licence

WR B: Abstraction measurement and records

- WR-B1 Means of measurement
- WR-B2 Recording
- WR-B3 Reporting

WR C: Surface / Groundwater level and protected flow

- WR-C1 Minimum hands-off flow/level requirements
- WR-C2 Flow/level measurement devices
- WR-C3 Recording
- WR-C4 Reporting

WR D: Environmental monitoring and information

- WR-D1 Recording
- WR-D2 Reporting
- WR-D3 Notifications

WR E: Fish and eel passage

- WR-E1 Infrastructure specified by licence
- WR-E2 Maintenance and records

WR F: Discharge

- WR-F1 Point of discharge
- WR-F2 Infrastructure
- WR-F3 Measurement
- WR-F4 Recording
- WR-F5 Reporting

WR G: Impoundment specified by licence

- WR-G1 Inland water to be impounded
- WR-G2 Manner and extent of impoundment
- WR-G3 Point(s) of impoundment
- WR-G4 Construction and removal requirements
- WR-G5 Other specified on licence

WR H: Borehole infrastructure

- WR-H1 Infrastructure and accessibility
- WR-H2 Maintenance and calibration

Enforcement response

Any non-compliance with a licence condition is an offence and we may take legal action against you. Action we take can include prosecution or civil sanctions. 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.