

Compliance Assessment Report CAR_NRW0050636

Permit being assessed: BG0019001

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

At: Llanrhian Road, Croesgoch, Haverfordwest, Pembrokeshire, SA62 5JT.

Type of assessment carried out: Check Monitoring/Sampling,

Reason: Other.

On 20/01/2026.

Parts of permit assessed: S3.1

NRW Lead Officer: Caryl Brace.

Report sent to: Cars Mailbox, Cars Mailbox, on 01/04/2026.

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

A routine sample taken on 20 January 2026 returned a suspended solids result of 22 mg/l against a permit limit of 17 mg/l.

Also, on the 20 January 2026 a sample returned a BOD result of 25 mg/l against a permit limit of 11 mg/l.

These the 1st exceedances for Suspended Solids and BOD respectively at this site within the last 12-month period. Based on the LuT and the site's sampling frequency, these results are classed as a LuT Exceedances.

Please advise NRW as to the reasoning for these exceedances by 13 March 2026.

Email received from DCWW 25 March 2026

Following our investigation into the recent BOD and TSS exceedance, we can confirm that the root cause was a mechanical failure of the RBC gearbox. This resulted in insufficient treatment through the RBC process, reducing overall treatment performance at the works. To mitigate the loss of RBC capacity, we deployed tankers to manage flows and maintain treatment as far as practicable. However, during this period we experienced rainfall, which significantly increased the volume of incoming flow. The tankers were unable to keep pace with the elevated flows, leading to a flush-through event. This ultimately contributed to the elevated BOD and TSS levels observed in the sample.

To prevent recurrence, we have taken several steps. Temporary storage tanks have been installed on site, providing additional buffer capacity and improving our ability to manage higher flow conditions. We have also arranged for additional tankers to be available during periods of forecasted high flow to strengthen resilience. The repair of the failed RBC gearbox is currently ongoing and is expected to be completed by 31 March 2026. In addition, we are reviewing the feasibility of holding a spare gearbox as a critical spare to minimise downtime in the event of similar failures in the future. Our Reliability Engineer is also completing a root cause analysis to better understand the underlying cause of the gearbox failure.

Update received from DCWW 1 April 2026

DCWW contractors have been unable to complete the repair of the gearbox ahead of the 31 March deadline. A new deadline of May 29th 2026 has been requested.

NRW note the expected completion date for the repair to the gearbox on the RBC, during the period of reduced treatment and tankering away of flows any discharge must meet the conditions set out in the permit.

Deadline for response 29 May 2026.

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.