

Compliance Assessment Report CAR_NRW0051039

Permit being assessed: AN0322801

For: PONTSTICILL WATER TREATMENT WORKS, **held by:** DWR CYMRU
CYFYNGEDIG

At: PONTSTICILL WATER TREATMENT WORK, PONTSTICILL, MERTHYR TYDFIL,
WALES, .

Type of assessment carried out: Site Inspection,

Reason: Routine.

On 11/03/2026, between 09:30 and 11:00.

Parts of permit assessed: All

NRW Lead Officer: Callum Murray.

Report sent to: CARS@dwrwymru.com, mailbox, on 25/03/2026.

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

Part of permitted activity assessed (criteria)	Assessment result	Non-compliant permit condition
WQ-A1 - Water Quality - Management - General management	C3 Minor	Condition 8: (a) The Consent Holder shall establish and operate a documented maintenance programme and record all non-routine actions undertaken that may have adversely affected effluent quality. Copies of the programme shall be made available for inspection by the Agency's officers at all reasonable

Part of permitted activity assessed (criteria)	Assessment result	Non-compliant permit condition
		times.
WQ-C4 - Water Quality - Emissions and monitoring - Monitoring	C4 No impact	4. The outlets to the watercourse shall be constructed and maintained so that a representative sample of the discharge may be obtained at National Grid Reference SO 06032 11598 and SO 05999 11558 as shown marked 'Consent Point A' and 'Consent Point B' respectively on Plan AN0322801
WQ-B2 - Water Quality - Operations - The site	Assessed (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-A1	Create and submit a maintenance program for the lagoons and carry out maintenance for the storage lagoons including provision for sampling when discharge in use.	31/05/2026
WQ-C4	Locate and create access to both outfalls so that a representative sample of discharge can be obtained	31/05/2026

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.

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

--

Pontsticill Site Report - AN0322801

On 11/03/26, Environment Officer Callum Murray carried out a compliance inspection of Pontsticill Water Treatment Works. The weather was mild and sunny and the works were fully operational during the visit. The purpose of the visit was to check compliance with the discharge permits AN0322601, AN0322801 and CB3194FL, and abstraction licence number 21/57/21/0002.

There were a number of Dwr Cymru staff present, including a Performance manager and process scientists.

This CAR is for the discharge from pumped overflow from washwater recovery sump to lagoons permit number AN0322801.

It was explained on site that the lagoons were largely unused. It was clear by the general appearance, and access to the lagoons and discharge locations that maintenance had not been kept up on the asset. There was no means to measure the volume discharged into the watercourse, the only known volume was that being pumped into the lagoon. The two discharge locations were not easily accessible for sampling of the discharge, as shown in image 1 below:



Image 1: One of the discharge locations from the lagoon - other discharge point not seen during the visit.

Breaches of permit condition:

Condition 8 - (a) *The consent holder shall establish and operate a documented maintenance program and record all non-routine actions undertaken which may have adversely affected effluent quality. Copies of the programme shall be made available for*

inspection by the Agency's officers at all reasonable times. Category C3 non-compliance given as any use of these lagoons in their current un-maintained state has the potential to lead to an environmental impact as the sediment and debris within the lagoons could be washed into the river.

Actions:

- Create and submit a maintenance program for the lagoons and carry out maintenance for the storage lagoons including provision for sampling when discharge in use - **by 31/05/2026**

Contact details:

If you have any queries regarding this CAR form or to provide an update on any actions above, please contact me using the following email addresses:

Callum.murray@cyfoethnaturiolcymru.gov.uk

cwmtaf&bridgendconsultations@cyfoethnaturiolcymru.gov.uk

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.