

## Compliance Assessment Report CAR\_NRW0051480

**Permit being assessed:** AN0033701

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

**At:** Abercynon Road, Abercynon, Pontypridd, CF37 3ND.

**Type of assessment carried out:** Report/Data Review,

**Reason:** Incident Response (Incident number: 2602251).

**On** 10/04/2026.

**Parts of permit assessed:** 2.3, 4.3

**NRW Lead Officer:** Ceri Malone.

**Report sent to:** CARS mailbox, CARS mailbox, on 15/04/2026.

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

Part of permitted activity assessed (criteria)	Assessment result	Non-compliant permit condition
WQ-B3 - Water Quality - Operations - Operating techniques	C3 Minor	2.3.2. (a) For the discharge specified in table S3.3: (a) The discharge shall only occur when and only for as long as the flow passed forward is equal to or greater than the overflow setting indicated due to rainfall and/or snow melt.
WQ-B3 - Water Quality - Operations - Operating techniques	C3 Minor	2.3.2. (b) Off-line storm storage must be fully utilised before a discharge occurs. It shall only fill when the flow passed forward is

Part of permitted activity assessed (criteria)	Assessment result	Non-compliant permit condition
		equal to or greater than the overflow setting indicated due to rainfall and/or snow melt and shall be emptied and its contents returned to the continuation flow as soon as reasonably practicable. The minimum off-line storm storage required is specified in table S3.3.
WQ-B3 - Water Quality - Operations - Operating techniques	C3 Minor	2.3.2. (c) On-line storm storage must be fully utilised before a discharge occurs. It shall only fill with the excess flows due to rainfall and/or snow melt. The storage shall be emptied and its contents returned to the continuation flow as soon as reasonably practicable. The minimum on-line storm storage required is specified in table S3.3.
WQ-D3 - Water Quality - Information - Notifications	C3 Minor	4.3.1. Natural Resources Wales shall be notified as soon as reasonably practicable

Part of permitted activity assessed (criteria)	Assessment result	Non-compliant permit condition
		following detection, within the site of the regulated facility of: (a) any malfunction, breakdown or failure of equipment or techniques, accident, or emission of a substance not controlled by an emission limit which has caused, is causing or may cause significant pollution; and (b) any breach of a limit specified in schedule 3 table S3.1 (including individual exceedances of limits which are covered by condition 3.1.2).

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

## 2. What action is required?

Criteria	Action needed	Complete by
WQ-B3	Provide evidence to NRW of the initial gearbox fault noted on 19/02/2026, order confirmation of the new part, delivery and contractor booking for the planned 09/03/2026 installation. Provide a timescale of the work for obtaining and installing the new inlet screen at the treatment works.	17/05/2026
WQ-B3	As listed in previous WQ-B3 action	17/05/2026
WQ-B3	As listed in previous WQ-B3 action	17/05/2026
WQ-D3	Ensure any similar future faults are reported to NRW as soon as reasonably practicable.	17/05/2026

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.

**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

#### **Cynon Wastewater Treatment Works (Permit Number AN0033701)**

##### **Incident Report**

On 07/03/2026 at 15:23 Natural Resources Wales (NRW) were made aware of discolouration of the river Taff by a member of the public near the discharge location for Cynon wastewater treatment works. A POLFAX was sent to Dŵr Cymru Welsh Water (DCWW) at 15:44 the same day.

At 18:28 DCWW confirmed to NRW that a gearbox on their inlet screen had failed at approximately 10:45 that morning. Standby personnel had been called to site following this alarm and a premature spill to storm alarm that came in at approximately 11:00.

There was difficulty initially opening the bypass valve to the contingency bar screen, allowing all flows to discharge to storm tanks and subsequently out to environment via the storm screen from the inlet channel. The valve to the bar screen was opened at approximately 17:00 allowing flow to treatment to rise up to 212 l/s as of 17:30pm. This later failed due to rag build up however 85-120 l/s continued to full treatment while spilling to storm.

DCWW have stated that an initial audible fault with the gearbox had been noted on 19/02/2026 and although still functioning an order was placed with the manufacturer the same day for a replacement. DCWW have stated this part was delivered on 06/03/2026 and contractors were booked in to install the part on 09/03/2026. Due to the incident DCWW operators instead fitted the new part on 08/03/2026 allowing flow to full treatment to recommence and the storm discharge to stop at 11:45 on 08/03/2026. Time and date stamped photographs have been provided to evidence this.

Sample results provided by DCWW 10m downstream of the discharge point showed ammonia results of 9.16mg/l on 07/03/2026, 6.04mg/l on 08/03/2026 and 0.00mg/l on 09/03/2026. These exceedances indicate an ammonia discharge above the 9.0mg/l permitted under Schedule 3 for secondary treated sewage effluent in the permit if the site

was operating as designed.

DCWW have informed NRW that as part of the current AMP funding, a new screen will be installed at the site to replace the bar screen with quotes currently being obtained.

### **Breaches of Permit Conditions**

#### **2.3 Operating techniques:**

*2.3.2. For the discharge specified in table S3.3:*

- a. The discharge shall only occur when and only for as long as the flow passed forward is equal to or greater than the overflow setting indicated due to rainfall and/or snow melt.*
- b. Off-line storm storage must be fully utilised before a discharge occurs. It shall only fill when the flow passed forward is equal to or greater than the overflow setting indicated due to rainfall and/or snow melt and shall be emptied and its contents returned to the continuation flow as soon as reasonably practicable. The minimum off-line storm storage required is specified in table S3.3.*
- c. On-line storm storage must be fully utilised before a discharge occurs. It shall only fill with the excess flows due to rainfall and/or snow melt. The storage shall be emptied and its contents returned to the continuation flow as soon as reasonably practicable. The minimum on-line storm storage required is specified in table S3.3.*

These conditions are in reference to the permitted storm sewage discharge settings. The discharge occurred due to an equipment failure rather than rainfall and/or snow melt and without the required 540.7 l/s flow passed forward requirement. There is no condition on the permit for any 'emergency' discharge in the event of mechanical / operational failure. Storm storage was also utilised without the required flow passed forward requirements. These are category 3 non-compliances.

#### **4.3 Notifications:**

*4.3.1. Natural Resources Wales shall be notified as soon as reasonably practicable following detection, within the site of the regulated facility of:*

- a. any malfunction, breakdown or failure of equipment or techniques, accident, or emission of a substance not controlled by an emission limit which has caused, is causing or may cause significant pollution; and*
- b. any breach of a limit specified in schedule 3 table S3.1 (including*

*individual exceedances of limits which are covered by condition 3.1.2).*

NRW were not informed of the failure of equipment on 07/03/2026. DCWW have explained this was due to standby personnel working on fixing the issue however NRW consider this should have been self-reported because of the potential for impact on site operations and potential to cause a pollution incident. This is a category 3 non-compliance.

The Environment Team consider that more clarity is required on when operational reports should be made due to the change in the guidance to water companies in GN018. This will be escalated within NRW.

#### **Actions Required by Dates Specified**

- **Provide evidence to NRW of the initial gearbox fault noted on 19/02/2026, order confirmation of the new part, delivery and contractor booking for the planned 09/03/2026 installation.**
- **Provide a timescale of the work for obtaining and installing the new inlet screen at the treatment works.**
- **Ensure any similar future faults are reported to NRW as soon as reasonably practicable.**

**Complete these actions by 17/05/2026.**

#### **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 address:

[Ceri.Malone@cyfoethnaturiolcymru.gov.uk](mailto:Ceri.Malone@cyfoethnaturiolcymru.gov.uk)

[cwmtaf&bridgendconsultations@cyfoethnaturiolcymru.gov.uk](mailto: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](mailto: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](mailto: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.