

## Compliance Assessment Report CAR\_NRW0050998

**Permit being assessed:** BM0004402

**For:** CSO and EO at Ewenni No 2 SPS, **held by:** DWR CYMRU CYFYNGEDIG

**At:** Abbey Road , Ewenni, Bridgend, CF35 5BN .

**Type of assessment carried out:** Other,

**Reason:** Incident Response (Incident number: 2511660).

**On** 30/12/2025, between 14:45 and 15:30.

**Parts of permit assessed:** Relevant conditions

**NRW Lead Officer:** Hannah Jenkins.

**Report sent to:** CARS Inbox, CARS inbox, on 19/05/2026.

### 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	Action only (X)	
WQ-C1 - Water Quality - Emissions and monitoring - Emissions to water	Action only (X)	
WQ-C1 - Water Quality - Emissions and monitoring - Emissions to water	Action only (X)	
WQ-C1 - Water Quality - Emissions and monitoring - Emissions to water	Action only (X)	

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	Provide planned and reactive maintenance records for the SPS from 29/03/2025 to date including maintenance of the pumps, screen, storm storage tanks and outfall. Include a description of the tasks completed with frequencies and an explanation of any acronyms used in the information provided.	30/06/2026
WQ-C1	Provide an update regarding the installation of a flow meter at the pumping station and a time frame for this to be operational.	30/06/2026

Criteria	Action needed	Complete by
WQ-C1	Provide evidence to demonstrate that the pump configuration at Ewenny No 2 SPS is capable of meeting the permitted pass forward flow required by the permit and that this was being met for the period between 04/11/2025 and 31/12/2025.	30/06/2026
WQ-C1	Provide the manufacturer, model and specification of the pumps installed at Ewenny No 2 SPS and details of any dynamic testing or other pump condition assessments which have been undertaken or you plan to undertake.	30/06/2026

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.**

**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

Compliance assessment record completed following an impact to the river identified during catchment investigation from Ewenny No.2 SPS outfall, this was reported to Dwr Cymru Welsh Water under WIRS 2511660 at the time of inspection.

The impact at the outfall for the pumping station was localised and minor, however it was evident from live telemetry data there has been a prolonged discharge from the sewage pumping station. Pumps could be heard running at the SPS at the time of inspection. Pollution Prevention Technician contacted by phone from site prior to report.



Updates received on the incident and incident storyboard received from Pollution Prevention Technician. Dwr Cymru have assessed the primary cause of pollution to be hydraulic failure; story board highlighted areas of sewer lining and chamber sealing and highlighting lines showing gross infiltration on private drainage connected to the DCWW network. Further details below:

"Cause and actions taken - Details

Primary Pollution Cause - Hydraulic Failure

Secondary Pollution Cause - Private infiltration, Partial blocked out fall, Infiltration from river

Brief description of cause - The persistent heavy rain that we have had in the catchment has resulted in:

- a) Elevated water tables levels in the catchment, leading to gross infiltration into the DCWW network from private sections of sewer,
- b) The river Ewenny has on at least two occasions burst its banks and submerged inspection chambers along Abby Road and submerged the wet well of the pumping station
- c) A fallen or displaced (with the river flow) tree on the riverbank of the River Ewenny has resulted in the outfall becoming blocked not allowing free discharge.

The above have resulted in a prolonged period of high levels within the asset and upstream catchment. Levels improved when the above a) and b) ceased.

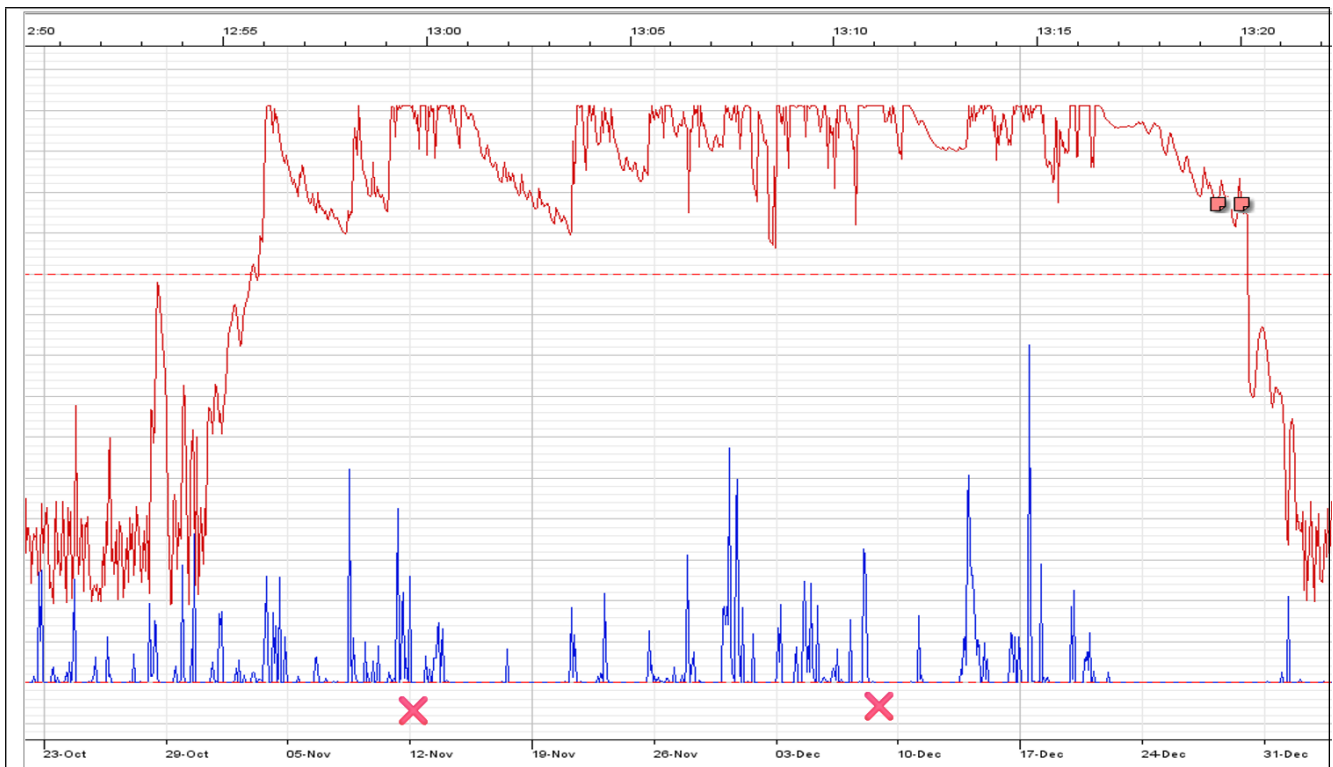
Action taken (1) 30/12 DCWW responded to the received POLFAX SPS found to be operating as designed

Action taken (2) Outfall inspected

Action taken (3) Tanker removed two loads from the wet well

Action taken (4) Wet well cleaned"

Telemetry data shown below provided as part of the story board shows the wet well level in spill between the 04/11/2025 and 30/12/2025, with levels reacting to rainfall but not coming out of spill following the rainfall stopping. Evidence of flooding at Abbey Road and at the SPS provided in the storyboard on 12th November and 9th December these occasions are marked on the screenshot below. It is evident from this that storm overflow continues to spill for over a week following the period of wet weather despite river levels returning to normal levels within a few days:



With regard to infiltration in the upstream sewer network and issues around the discharge outfall referred to in the incident storyboard. As the operator of this asset and the upstream sewer network it is Dwr Cymru's responsibility to address these issues and operate the discharge in a way that identifies and minimises risks of pollution so far as is reasonably practicable.

#### Actions:

1. Provide planned and reactive maintenance records for the SPS from 29/03/2025 to date including maintenance of the pumps, screen, storm storage tanks and outfall. Include a description of the tasks completed with frequencies and an explanation of any acronyms used in the information provided.
2. Provide an update regarding the installation of a flow meter at the pumping station and a time frame for this to be operational.
3. Provide evidence to demonstrate that the pump configuration at Ewenny No 2 SPS is capable of meeting the permitted flow passed forward required by the permit and that this was being met for the period between 04/11/2025 and 31/12/2025.
4. Provide the manufacturer, model and specification of the pumps installed at Ewenny No 2 SPS and details of any dynamic testing or other pump condition assessments which have been undertaken or you plan to undertake.

*If we do not receive the information requested within specified deadline and have not been informed as to why there is a delay then we may serve a Regulation 60 Notice requiring the information under Environmental Permitting (England and Wales) Regulations 2016.*

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.