

Compliance Assessment Report CAR_NRW0052056

Permit being assessed: BH0074101

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

At: Netpool Road, Cardigan, Ceredigion, SA43 1PA.

Type of assessment carried out: Other,

Reason: Incident Response (Incident number: 2601029).

On 01/02/2026.

Parts of permit assessed: See criteria listed below

NRW Lead Officer: Ffion Quan.

Report sent to: CARS mailbox, CARS mailbox , on 15/06/2026.

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	C3 Minor	2.1.1 Table S1.1

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

2. What action is required?

Criteria	Action needed	Complete by
WQ-C1	The issue with the inlet valves has now been rectified.	Already completed

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

On 01 February 2026 09:11 hours, Natural Resources Wales (NRW) received a self report from Dwr Cymru Welsh Water (DCWW) stating that a tank is currently spilling over and the discharge is running down the pathway potentially entering the Afon Teifi SSSI/SAC from Cardigan Waste Water Treatment Works (WwTW).

On 01 February 2026 14:08 hours, an update was received by DCWW stating that the discharge had entered the Afon Teifi due to a tank onsite becoming overwhelmed with incoming flows. The Membrane Bioreactor (MBR) tank started discharging at approximately 3:30 - 4:00 hours on 01 February 2026 and the discharge had stopped at approximately 10:24 hours on 01 February 2026. Clean up crew attended site and carried out a clean up of the road with operations remaining on site to monitor performance. Samples have been taken from the Afon Teifi which will be shared with local NRW officers.

A final report was received on 03 February 2026 08:23 hours stating that Cardigan WwTW is operating as designed with no further spills. A full clean up has been undertaken.

On 26 February 2026, NRW received a storyboard for the incident. The storyboard states that the incident occurred as a result of a mechanical failure with the inlet valve to Storm Tank 3, which tripped on overload/torque during heavy rainfall whilst the storm tanks were filling. As the valve did not fully close, flows continued into Storm Tank 3 causing it to overflow into the Membrane Bioreactor (MBR) tanks on site. The MBRs overtopped partially treated effluent down the access track and subsequently into the surface water drains that discharge into the Afon Teifi. Additional run off water including sand and soil was also observed to be coming from the adjacent construction site for the new WwTW, which contributed to the discharge into the Afon Teifi. On the day sample results are shown below -

BOD mg(l)

10m upstream of slipway – 30

Point of entry at slipway – <47

10m downstream of slipway - 20

15 downstream of slipway - <47

25 downstream of slipway - <47

Area of FE & Storm outfall - <28

Combined FE & Storm overflow – 30

COD mg/l

10m upstream of slipway – 519

Point of entry at slipway – 276

10m downstream of slipway - 497

15 downstream of slipway - 256

25 downstream of slipway - 218

Area of FE & Storm outfall - 130

Combined FE & Storm overflow – 146

Ammonia (mg/l)

10m upstream of slipway – <0.4

Point of entry at slipway – <0.4

10m downstream of slipway - <0.4

15 downstream of slipway - <0.4

25 downstream of slipway - <0.4

Area of FE & Storm outfall - <0.4

Combined FE & Storm overflow – 2.74

Ricardo was commissioned by DCWW to carry out water quality sampling of the Afon Teifi, which was undertaken on the 03 February 2026. As a part of the survey, the Afon Teifi was inspected for visual evidence of any impact e.g. sewage, sewage litter, sediment displacement, silt deposition, discolouration and any odours. Water quality spot samples and in-situ readings were taken from a total of eight sites along the Afon Teifi and Cardigan Bay (TraC waters) on an ebbing tide. Site observations revealed evidence of the discharge (sediment on the banks and surface film on the watercourse) at the Discharge Point and Site 1 (30m downstream) however, there was no evidence of impact at any of the other sample locations. Ricardo state in their report that the results from the survey undertaken on 03 February 2026 indicate evidence of a localised aesthetic impact for up to 30 meters from discharge but no discernible impact further downstream or at the bathing water sites. The results also suggest that there was minor impact on the water quality of the Afon Teifi as evidenced by the elevated levels of Ecoli downstream of the discharge point, although difficult to attribute to the discharge event due to other external sources. Levels of Ecoli at the Upstream Control Site were also indicative of 'Poor' Bathing Water status suggesting other wider catchment pressures. Dissolved Oxygen (DO%) sample results taken by Ricardo are shown below -

Upstream - 100.77

Site 1 - 99.20
Site 2 - 100.82
Site 3 - 98.41
Site 4 - 100.21
Site 5 - 99.08
BW 1 - 102.87
BW2 - 102.58

Taking the above into consideration, the incident that occurred on the 01 February 2026 at Cardigan WwTW has a foreseeable minor impact and the most appropriate response on this occasion is a warning.

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.