

Compliance Assessment Report CAR_NRW0052106

Permit being assessed: BC0003001

For: GOWERTON WwTW, **held by:** DWR CYMRU CYFYNGEDIG

At: GOWERTON WwTW, VICTORIA ROAD, GOWERTON, SWANSEA, SA4 3AB.

Type of assessment carried out: Other,

Reason: Incident Response (Incident number: 2605474).

On 23/05/2026.

Parts of permit assessed: 2.1.1 Operations and 4.3.1 Notifications

NRW Lead Officer: Sarah Bennett.

Report sent to: CARS@dwrwymru.com, CARS Mailbox, on 10/07/2026.

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

Part of permitted activity assessed (criteria)	Assessment result	Non-compliant permit condition
WQ-B1 - Water Quality - Operations - Permitted activities	C3 Minor	2.1.1
WQ-C4 - Water Quality - Emissions and monitoring - Monitoring	Action only (X)	
WQ-D3 - Water Quality - Information - Notifications	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-B1	You have informed us that you intend to identify the control/run philosophy of the DWF pumps. Please provide us with information on why the Standby DWF Pump did not ramp up to the required speed when it was called in to operate and how you have resolved this issue?	28/08/2026
WQ-C4	Please provide us with the results of any operational final effluent sampling or observations that took place just before, during and just after this event? This should include information on when and where any samples or observations were taken.	28/08/2026

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

The purpose of this Compliance Assessment Report is to assess compliance with your permit following an incident at Gowerton WwTW which was self-reported by you on Saturday May 23, 2026.

You reported that a standby operator had attended site due to a Peak Flow Equivalent Treatment (PFET) plant return sump level high alarm. They found that the Dry Weather Flow (DWF) pump had failed and caused the storm pump to run, resulting in flows going through the PFET as opposed to the Biological Treatment part of the works. The operator rectified the issue by bringing the standby DWF pump into operation and the correct flows were reinstated.

You have subsequently identified that a communications device failure prevented an alarm from being raised when the DWF pump stopped operating. You have informed us that the DWF Standby pump started operating but it did not ramp up to full speed. This resulted in the DWF sump filling, calling the storm pumps in to divert flows directly to the PFET plant.

As a result, the flows did not receive the required biological treatment for approximately five hours. However, they did pass through the PFET treatment stage and subsequently through the UV plant for disinfection. My understanding is that no flows entered the storm tanks during this period.

Condition 2.1.1 requires that the only activities authorised by the permit are the activities specified in schedule 1 table S1.1. Namely a discharge of secondary treated sewage effluent with nutrient removal and PFET sewage effluent subject to disinfection by ultraviolet irradiation via Final Effluent. Flows up to 612 l/s are subject to biological treatment and disinfection by ultraviolet irradiation. Flows in excess of 612 l/s up to 912 l/s are subject to PFET and disinfection by ultraviolet irradiation.

As the flows received at Gowerton whilst the DWF pump was not operating were not biologically treated and only received treatment through the PFET and UV you were not compliant with permit condition 2.1.1 of your permit.

This non-compliance is in contravention of Regulation 38 (2) of the Environmental Permitting (England and Wales) Regulations 2016 which states that it is an offence for a

person to fail to comply with or to contravene an environmental permit condition.

I have issued a Warning for this offence.

Action: You have informed us that you intend to identify the control/run philosophy of the DWF pumps. Please provide us with information on why the Standby DWF Pump did not ramp up to the required speed when it was called in to operate?

Action: Please provide us with the results of any operational final effluent sampling or observations that took place just before, during and just after this event? This should include information on when and where and samples or observations were taken.

You are required by condition 4.3.1 of your permit to notify Natural Resources Wales as soon as reasonably practicable following detection, within the site of the regulated facility of 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.

I have assessed that you are compliant with this condition as you notified us of the DWF pump failure shortly after you had attended and rectified the issue.

Thank you.

Ends

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.