Compliance Assessment Report CAR_NRW0052980

Permit being assessed: AN0308601

For: Settled Storm Overflow at Cardiff Eastern District Pumping Station, **held by:** DWR CYMRU CYFYNGEDIG

At: Rover Way, Tremorfa, Cardiff, CF24 2RX.

Type of assessment carried out: Audit,

Reason: Incident Response (Incident number: 2609957).

On 18/09/2026.

Parts of permit assessed: Operating techniques

NRW Lead Officer: Harry Warburton.

Report sent to: CARS Mailbox, CARS Mailbox, on 18/09/2026.

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) The discharge shall only occur when and only for as long as either:

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	Ensure the communications system between the sites is more reliable to prevent recurrence	26/10/2026

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

On the 3rd of September at 11:27 NRW received a WATPOL from DCWW stating:

"We have identified a potential issue that has occurred at Cardiff East CSO which early indications suggest has led to a potential spill from the asset."

An update was then provided on the 4th of September at 14:31 stating:

"After a review of our telemetry data we have identified on 31st August, a failure of communication via our Radio link between Cardiff Wastewater Treatment Works and Cardiff Eastern that caused the pass forward penstock to revert to a safety position.

This caused the levels to rise within the CSO chamber and early indications confirm that we have had a short duration spill.

After this we introduced an update to the PLC (communications system) to try and improve the communication and resilience. Unfortunately the new update didn't communicate as intended and this caused a follow on incident to occur where again the pass forward valve reverted to a safety position to protect the works.
This again resulted in short duration spills.
Total duration of spills confirmed via EDM monitoring.

31st Aug – 3hrs 40mins spill time – this was during a period of heavy rainfall.
3rd Sept – 2hrs of spill time

Going forward we are looking to accelerate an update from an existing capital scheme which will look to improve the communication resilience of between the two sites.
Root cause for the failure is still being investigated."

Update 2 on the 11th of September at 14:56:

"Discussions are ongoing regarding the improvements required around the communications failure that occurred between Cardiff Works and Cardiff Eastern.

Provisional approval has been obtained to accelerate the upgrades required and we are awaiting confirmation on the exact date that the upgrade will commence."

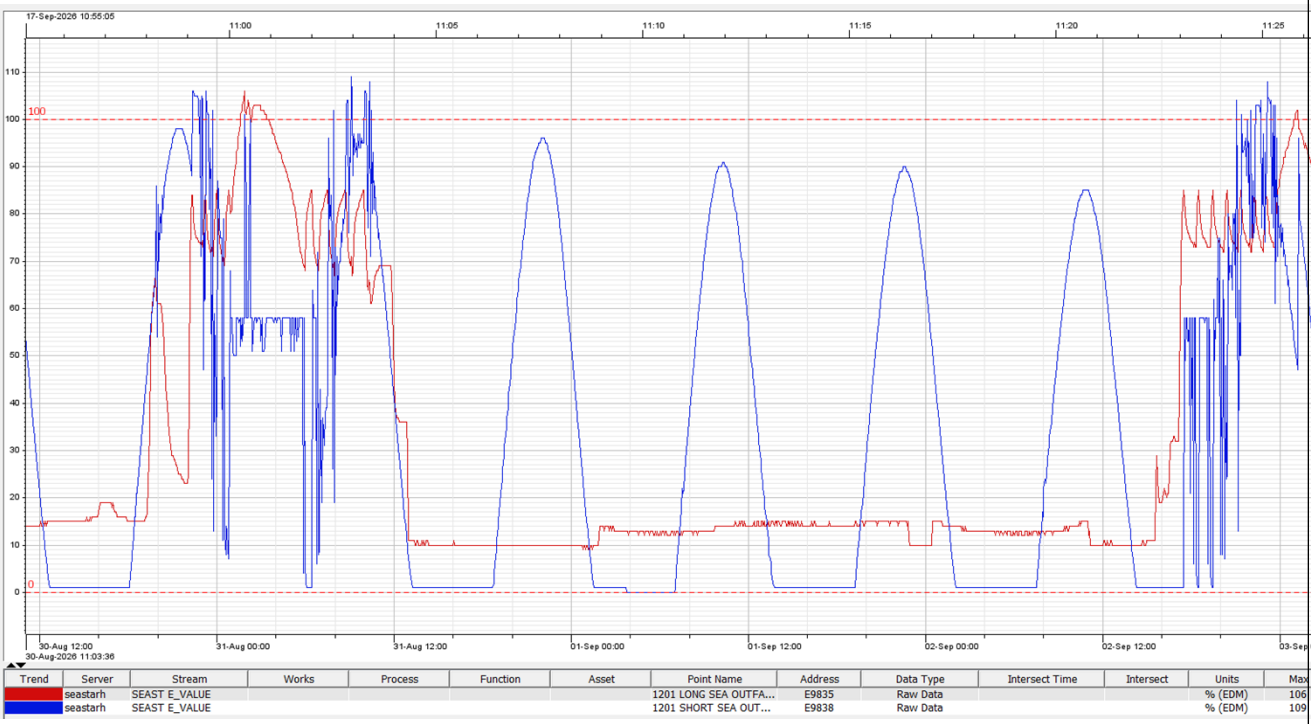
Follow up correspondence was mad between NRW and DCWW, in which a follow up with the telemetry data was received on the 17th of September at 15:54 stating:

"As reported we have some confirmed EDM spill height events from the CSO and as it stands the duration of these is what we have reported via the Self report.

You will notice that the short sea outfall data is somewhat erratic, we are currently carrying out some further investigations to try and understand the root cause of this erratic data to understand what it represents. Given that this is the first time the CSO has been this high in a real-world environment it is the first time we are able to observe how everything is working in the real world.

As it stands, we are unable to confirm if it is indicative of any further potential discharge, or if there is potentially some interference with the sensor, possibly due to increased humidity/ change of atmosphere within the chamber as the turbulence and levels within the main CSO chamber rose.

These investigations are ongoing and we actively trying to understand what this means in order to ensure that our EDM reporting is accurate."



Due to the above, the settled storm overflow short sea outfall (and the long sea outfall, however this is under permit AN0308501 and with different conditions, this will be addressed in CAR_NRW0052979) spilled outside of its permitted spill conditions in 2.3.2. The spill that occurred on the 31st of August was during heavy rainfall, however since the penstock to the works reverting to the safety position, there would have been less than the 2230l/s permitted flow passed forward to Cardiff works and thus additional discharge to the environment than there would have been under standard storm conditions. Following this an additional spill was had on the 3rd of September in dry conditions due to a repeat of the communications failure, resulting in the penstock again reverting to safety position, not allowing the site to pass forward the permitted volume of 2230l/s.

Actions:

- Ensure the communications system between the sites is more reliable to prevent recurrence.

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.