

Compliance Assessment Report

Report ID:
CAR_NRW0035199

This form will report compliance with your permit as determined by an NRW officer

Site	GWASTADGOED WTW LLWYNGWRIL	Permit Ref	CG0397801		
Operator/Permit holder	DWR CYMRU CYFYNGEDIG				
Regime	WaterQuality				
Date of assessment	05/06/2019	Time in	N/A	Out	N/A
Assessment type	Site Inspection				
Parts of the permit assessed	discharge conditions				
Lead officer's name	Thomas, Llyr				
Accompanied by					
Recipient's name/position	DCWW/ DCWW	Date issued	05/06/2019		

Section 1 – Compliance Assessment Summary

This is based on the requirements of the permit under the Environmental Permitting Regulations or the licence under the Water Resources Act 1991 as amended by the Water Act 2003. A detailed explanation is captured in "Compliance Assessment Report Detail" (Section 2) and any actions you may need to take are given in the "Action(s)" (section 4). This summary details where we believe any non-compliance with the permit has occurred, the relevant condition and how the non-compliance has been categorised using our Compliance Classification Scheme (CCS). CCS Scores can be consolidated or suspended where appropriate, to reflect the impact of some non-compliances more accurately. For more details of our CCS scheme, contact your local office.

Permit conditions and compliance summary	CCS Category	Condition(s) breached
A1 - Specified by permit	C3	5.2 0.05 mg/l of total Chlorine

KEY: See Section 5 for breach categories, suspended scores will be indicated as such.

A = Assessed or assessed in part (no evidence of non-compliance), **X** = Action only,

O = Ongoing non-compliance, not scored.

Number of breaches recorded	1	Total compliance score (see section 5 for scoring scheme)	4
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If the Number of breaches recorded is greater than zero, please see Section 3 for our proposed enforcement response

Section 2 – Compliance Assessment Report Detail

This section contains a report of our findings and will usually include information on:

- The part(s) of the permit that were assessed (eg. Maintenance, training, combustion plant, etc)
- Where the type of assessment was 'Data Review' details of the report/results triggering the assessment
- Any non-compliances identified
- Any non-compliances with directly applicable legislation
- Details of any multiple non-compliances
- Information on the compliance score accrued inc.
- Details of advice given
- Any other areas of concern
- Any actions requested
- Any examples of good practice
- A reference to photos taken

- Date of Notification 22/05/2019
- Water Company Name Dwr Cymru
- Self Monitoring regime OSM
- Type of notification Sample Failure
- Discharge Gwastadgoed WTW (CG0397801)
- Sample Pt. No. 23588
- Date of sample 17/05/2019 @ 09:00am
- Determinand Chlorine (Total)
- Result 0.18 mg/l
- Consent 0.05 mg/l
- Comments

On site failure, treated with Sodium Thiosulphate on site and Sodium Arsenite at Wessex lab. Single Sample Failure.

On the 4th of June 2019, NRW received the following email as explanation from DCWW translated from welsh to English by Environment Officer Llyr Thomas (NRW).

"The effluent is membrane washing water only. The membrane had had a fault so it had not been washed for 24 hours so there was no water to discharge. The pipe that transports the water out of the discharge holding tank has a valve on it which was closed, therefore it was not possible to get a discharge from the holding tank. The discharge flow meter also read zero, indicating that we had not discharged water. It is possible to drop some water from the pipe after the flow meter if it is moving (the pipe has some bend to it which has now been addressed). However, we doubt this is what has happened here. The dechlorination process worked as it should at the time. The manual checks carried out by us had shown 0.0mg / l total chlorine so it is not certain how there was still a low level of chlorine in the outflow pipe. To save this from happening again we want to: Put bracket to hold the pipe away. Increase the number of tablets in the tank to ensure that it is in excess. In addition, we will review the capacity of wastewater treatment process to see if it is possible to recycle the membrane wash water so that there is no discharge at all in the future."

Llyr Thomas also spoke to Rhys Lewis, potable water manager for North Wales regarding the issue on the afternoon of the 4th of June.

The explanation is that the discharge valve was closed at the time the sample was taken. The content of the final effluent tank before discharging was also 0.0 mg/l chlorine content. The site is not usually sampled as there is no flow coming out of the discharge pipe,. The final effluent tank only discharges for 1 hour every 24 hours, and it is not often the samplers schedule and the discharge valve opening coincide.

The sampler took a sample of a low flow leaving the outflow pipe. DCWW cannot explain where that small discharge came from. It is possible that some small amount of water infiltrated the pipe/ system somewhere unexpected and picked up residual chlorine traces in the pipe. Due to the low flow and lack of dilution, the chlorine content was measured at 0.18mg/l, a breach of its the consented 0.05 mg/l. The permitted threshold is very low, and the recorded failure is still a low level of chlorine. Regardless it has been recorded as a non-compliance.

Aggravating circumstances.

- Chlorine non-compliance
- Several non-compliances from DCWW potable water assets in the past 2 years.

Mitigating circumstances.

- No evidence of environmental degradation
- Low concentration of inert containment that naturally evaporates in the environment
- Steps taken to ensure compliance on this site amongst other sites including surrendering discharge permits across north wales due to recycling effluent back to start of works.

If DCWW believe that there was exceptional circumstances and believe that the sample is not representative of the discharge, and they can demonstrate that, then they may submit an appeal through a waiver with Natural Resources Wales which will be

discussed and decided on internally. sample is no representative

EPR Compliance Assessment Report

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Section 3 – Enforcement Response

You must take immediate action to rectify any non-compliance and prevent repetition.

Non-compliance with your permit conditions constitutes an offence and can result in criminal prosecutions and/or suspension or revocation of a permit. Please read the detailed assessment in Section 2 and the steps you need to take in Section 4 below.

Other than the provision of advice and guidance, at present we do not intend to take further enforcement action in respect of the non-compliance identified above. This does not preclude us from taking enforcement action if further relevant information comes to light or advice isn't followed.

Section 4 – Action(s)

This section summarises the actions identified during the assessment along with the timescales for when they will need to be completed.

Criteria Ref.	CCS Category	Action required/advised	Due Date
See Section 1 above			
A1	C3	action already taken by permit holder	05/06/2019

Section 5 – Compliance notes for the Operator

To ensure you correct actual or potential non-compliance we may

- Advise on corrective actions verbally or in writing
- Require you to take specific actions verbally or in writing
- Issue a notice
- Require you to review your procedures or management system
- Change some of the conditions of your permit
- Decide to undertake a full review of your permit

Any breach of a permit condition is an offence and we may take legal action against you

- We will normally provide advice and guidance to assist you to come back into compliance either after an offence is committed or where we consider that an offence is likely to be committed. This is without prejudice to any other enforcement response that we consider may be required.
- Enforcement action can include the issue of a formal caution, prosecution, the service of a notice and/or suspension or revocation of the permit.

See our Enforcement and Civil Sanctions guidance for further information

This report does not relieve the site operator of the responsibility to

- Ensure you comply with the conditions of the permit at all times and prevent pollution of the environment
- Ensure you comply with other legislative provisions which may apply

Non-compliance scores and categories

CCS category	Description	Score
C1	A non-compliance that could have a major environmental effect	60
C2	A non-compliance which could have a significant environmental effect	31
C3	A non-compliance which could have a minor environmental effect	4
C4	A non-compliance which has no potential environmental effect	0.1

Operational Risk Appraisal (Opra) - Compliance assessment findings may affect your Opra score and/or your charges. This score influences the resource we use to assess permit compliance.

Section 6 – General information

Data protection notice

The information on this form will be processed by the Natural Resources Wales (NRW) to fulfil its regulatory and monitoring functions and to maintain the relevant public register(s). The NRW may also use and/or disclose it in connection with:

- Offering/providing you with its literature/services relating to environmental matters
- Consulting with the public, public bodies and other organisations (eg. 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 its service
- Freedom of Information Act/Environmental Regulations request

The NRW may pass it on to its agents/representatives to do these things on its behalf. You should ensure that any persons named on this form are informed of the contents of this data protection notice.

Disclosure of information

The NRW will provide a copy of this report to the public register(s). However, if you consider that any information contained in this report should not be released to the public register(s) on the grounds of commercial confidentiality, you must write to your local area office within fifteen working days of receipt of this form indicating which information it concerns and why it should not be released, giving your reasons in full.

Customer charter

What can I do if I disagree with this compliance assessment report?

If you are unable to resolve the issue with your site officer, you should firstly discuss the matter with officer's line managers using the informal appeals procedure. If you wish to raise your dispute further through our official Complaints and Commendations procedure, phone our general enquiry number 0300 065 3000 (Mon to Fri 08.00 – 18.00) and ask for the Customer Contact team or send an email to enquiries@naturalresourceswales.gov.uk. If you are still dissatisfied you can make a complaint to the Public Services Ombudsman for Wales. For advice on how to complain to the Ombudsman phone their helpline on 0845 607 0987.

Welsh Language

If you would like this form in Welsh please contact your Regulatory Officer.