

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

Site	MAERDY WATER TREATMENT WORKS	Permit Ref	AF3002901	
Operator/Permit holder	DWR CYMRU CYFYNGEDIG			
Regime	WaterQuality			
Date of assessment	28/09/2019	Time in	10:00	Out 11:00
Assessment type	Site Inspection			
Parts of the permit assessed	Supernatant discharge			
Lead officer's name	Lewis, Kirsty			
Accompanied by				
Recipient's name/position	CARS/ CARS	Date issued	15/04/2020	

### 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
E3 - Emissions - Surface water	C2	1. a) The discharge shall not contain any poisonous, noxious or polluting matter or solid waste matter.

**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.

<b>Number of breaches recorded</b>	<b>1</b>	<b>Total compliance score</b> (see section 5 for scoring scheme)	<b>31</b>
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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

### **Comments**

This CAR form addresses two incidents in relation to Maerdy Treatment Works. Incident 1 dated 11/08/2019 and Incident 2 dated 27/09/2019.

#### **Incident 1 (11/08/2019)- WIRS Number: 1905311**

Elevated Iron discharge to river. Operator reported a manual reading of 10.8 mg/l this morning. Afon Rhondda Fach was in a spate following from heavy rain. Heavy rain has caused treatment issues at the water treatment works (WTW) meaning there was a need to wash filters more often. This has led to a reduction in quality of the discharge. Investigations and WTW optimisation is ongoing.

#### **Incident 2 (27/09/2019)- WIRS Number: 1906447**

Environment Officer Kirsty Lewis attended site Saturday 28th September 2019. This was as a result of a self report being submitted to Natural Resources Wales on Friday evening. Based upon discussions with Dwr Cymru process technicians. The water treatment works experienced issues with raw water quality entering the works which subsequently led to coagulations issues causing the works to run to waste. Resulting in the works running to waste post first and second stage filters that went to the waste water tank and once reached capacity overflowed into the supernatant permitted drainage channel. This had occurred on the 27th, 28th and 29th of September with the Total Iron discharge figure ranging between 40 to 73mg.

### **Breach**

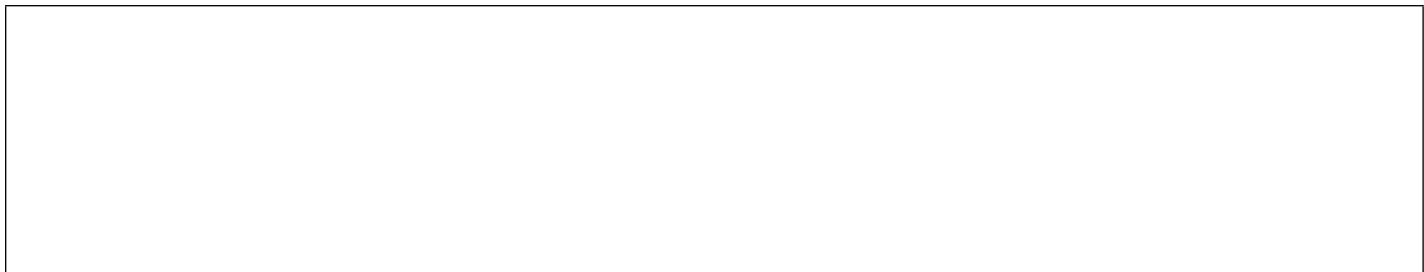
1. a) The discharge shall not contain any poisonous, noxious or polluting matter or solid waste matter.

### **Actions**

1. Submit Investigative and Optimisation report that address the issues from both incidents above.
2. Submit a contingency plan including pollution mitigation measures to reduce future pollution.

I shall have regard to your response when determining what further action Natural Resources Wales may take to ensure compliance with the consent. Once, we have received the information requested and reviewed the submissions made and other correspondence we will consider what further action NRW may take in response to these incidents.

**The deadline for actions on this report is 31st May 2020. Should there be any questions or issues, please do not hesitate and contact me [Kirsty.lewis@cyfoethnaturiolcymru.gov.uk](mailto:Kirsty.lewis@cyfoethnaturiolcymru.gov.uk)**



## EPR Compliance Assessment Report

**Report ID:  
CAR\_NRW0036546**

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Site	MAERDY WATER TREATMENT WORKS	Permit Ref	AF3002901
Operator/Permit holder	DWR CYMRU CYFYNGEDIG	Date	28/09/2019

### 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.

We will now consider what enforcement action is appropriate and notify you, referencing this form.

### 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			
E3	C2	Submit improvement and contingency plans to address the issues.	31/05/2020

## 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](mailto: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.