

Compliance Assessment Report CAR_NRW0039580

Permit being assessed: AN0322801

For: PONTSTICILL WATER TREATMENT WORKS, held by DWR CYMRU CYFYNGEDIG
At: PONTSTICILL WATER TREATMENT WORK, PONTSTICILL, MERTHYR TYDFIL,
WALES, .

Type of assessment carried out: Audit, Reason: Incident Response (Incident number: 2109973).

On 18/03/2022.

Parts of permit assessed: Condition 2 and 3a/c

NRW Lead Officer: Hannah Goddard.

Report sent to: Mark Rychnovsky, Environmental Performance Manager, on 18/03/2022.

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

Part of permitted activity assessed (criteria)	Assessment result	Permit condition
WQ-C1 - Emissions and monitoring - Emissions to water	C3 Minor	Condition 2 and 3a/c

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	Continue with dechlorination. Fix leak from tank	01/05/2022

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.

At this time, we do not intend to take any further action.

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

Watpol received on 14th December:

As part of a water balance optimisation project, a leak has been identified from Potable Water Contact Tank at Pontsticill WTW which discharging to the water course (Taf Fechan) via surface drains. Point of discharge: SO 05976 11522

Early investigations suggest structural issues with the concrete contact tank as the drain

*valves are holding , investigations are ongoing.
 The point of discharge is just downstream of the weir - see next tab.
 The flow is estimated to be up to 2 Ml/d and is being dechlorinated using sodium thiosulphate tablets.
 The water quality has been sampled and results are: Free Cl₂: 0.00mg/l, Aluminium: 0.00mg/l, pH 7.2 , turbidity 3.3 NTU, Phos 0.54mg/L.
 Photos are available - see next tab
 An update will provided once next steps/actions agreed. This is likely to be a long-term discharge due to the location and nature of the leak. More information can be requested on below.*

Updates received via e-mail from Mark Rychnovsky:

11/03/2022	For the leak on the tank at Pontsticill, tests have been completed to be able to ensure effective disinfection contact time with the tank out of use during any inspection. The inspection can not go ahead until Cantref comes back online. Due to resource constraints over the last month the plan to bring Cantref back online has been moved to April.
04/02/2022	For the queries that Anna raised concerning the leak at Ponsticill, investigations are still ongoing into the cause of the leak from the contact tank and are currently believed to be structural issues with the concrete tank. As Cantref WTW is offline we have not been able to bypass the contact tank to investigate further. Once Cantref WTW is up and running again, this will allow for the tank to be inspected in more detail. This may not be able to go ahead until March. Dechlorination tablets are replenished daily along with daily monitoring of Chlorine. All sample results to date have been less than 0.05mg/l. Weekly river sampling for chlorine has been added to the check list of activities to be carried out.

BREACHES

Condition 2

Shall consist solely of trade effluent compromising pumped effluent from the Washwater Recovery sump when one of the two second stage washwater recovery bays is at capacity and the other is supernating to the Taf Fechan.

The discharge is not permitted.

Condition 3a/c

Discharge via 2 concrete channels at NGRs SO 06032 11598 & SO 05999 11558

Discharging from SO 05976 11522, an unpermitted discharge point. Report says leak is from the structure and is entering a surface water drain.

ACTION

Continue with dechlorination. Fix leak from tank - Due 1st May 2022. Please communicate with Hannah Goddard if this deadline is not feasible.

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 only relating to the activity assessment
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

If your assessment result in Section 1 is suspended, what does this mean?

In line with our guidance, we may suspend non-compliance for up to six months to allow time for remedial action to be taken. These will be re-instated if the action is not completed.

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 Installation of monitoring boreholes

WQ D: Information

- WQ-D1 Records
- WQ-D2 Reporting
- WQ-D3 Notifications

Enforcement response

Any permit condition non-compliance 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 20 working days to let you know if we agree to your request.

What do I do if I disagree with the report or have a complaint?

If you disagree with this compliance assessment report, you should contact the lead officer without delay to discuss your concerns.

If you are unable to resolve the issue with the lead officer or their line manager you should contact our Customer Contact team on 0300 065 3000 (Monday to Friday 08:00 – 18:00), or email enquiries@naturalresourceswales.gov.uk for details of how to raise your dispute further through our Complaints and Commendations procedure.

If you are dissatisfied with our response, you can contact the Public Services Ombudsman for Wales by phone on 0300 7900203 or by email at 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.