

Residents' Liaison Meeting



Minutes of Meeting

29 June 2017, Conference Room, Mogden STW
at 6pm

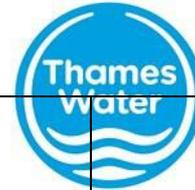
Attendees	
Organisation	Name
Thames Water	Mark Mathews (Chairman)
	Nigel Watts
	Cecilia Larkin
	Gayle Thomas
	Ian Ruffell
	Paul Mallows
	Rob Cullen
	Dimitrios Noltsis
Public Representatives	Cllr Ed Mayne
London Borough of Hounslow	Nick Millard
	Tony bull
Richmond Council	Andrew Gordon
MRAG	Barry Edwards
Resident	Keith Knight

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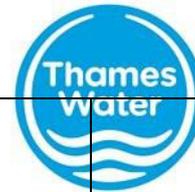
No.	Content	Action	Due date of Action
1	<p>At the request of the chairman (M Mathews) all attendees introduced themselves.</p> <p>The chairman outlined the agenda for the meeting.</p>		
2	<p>Review of previous minutes</p>		
2.1	<p>Actions from previous minutes:</p> <p>R Cullen (TW) confirmed that measurements and site observations taken at the site boundary showed that the noise from the blowers was not audible at the site boundary. He confirmed that the report was sent to TW. E Mayne (Cllr) said that he raised concerns with Gayle and Ian in the recent weeks regarding the noise. I Ruffell (TW) said more work is to be done in this area. E Mayne (CLLR) said that he is confident that TW will resolve the issue.</p> <p>D Noltsis (TW) said that an exit on the footpath into site is not possible due to security reasons. B Edwards (MRAG) asked for a panic button to be installed.</p> <p>I Ruffell (TW) confirmed that the entomologist framework has now been awarded and signed off.</p>	<p>Action for I Ruffell regarding noise on site.</p>	<p>Sept 2017</p>

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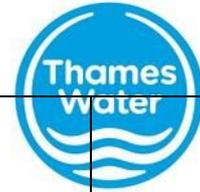
<p>3</p>	<p>Mogden Technical work group update:</p> <p>B Edwards (MRAG) advised that the Chairperson for the group has been agreed and the next step was for the terms to be agreed regarding housekeeping matters with Steve and Murrey. N Watts (TW) explained that the initiative behind the specific piece of work is to reduce odour on site and he hopes to have a report for the next residents meeting. He confirmed that Mr. Houseman will chair the meetings and that he would like LBH to be represented at the meeting. N Millard (LBH) confirmed that he has replaced Gerry McCarthy (LBH) and will liaise with Barry and Nigel.</p>		
<p>4</p>	<p>Operations Update</p>		
<p>4.1</p>	<p>Current investment work -Blowers & CHP:</p> <p>R Cullen (TW) said that the 4th Blower is being assembled and installation will start in August. He also said that the Flue Stack CHP has been operational since February.</p> <p>New Fence:</p> <p>D Noltsis (TW) said that a letter was sent to the council to inform then the work was under permitted development and that 3 quotes has been requested from contractors. He also confirmed that work will start before the end of August. C Larkin (TW) said that the resurfacing of the footpath is council work. E Mayne (Cllr) asked if they expect any problems from the EA? P Mallows (TW) confirmed that they've not experienced any issues before.</p> <p>E Mayne (Cllr) said that he knows about the objections TW received from residents when they submitted planning for the Flue Stack and wanted to know if any complaints were received. G Thomas (TW) confirmed no complaints were received and will let him know if any are received in future.</p>		

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4.2	<p>Mogden Update</p> <p>Odour Control Units:</p> <p>I Ruffell (TW) advised that they're refurbishing the odour control units to make them more resilient and work should be completed during August and September. He said that they will take more care when replacing the fans and make sure to only do one at a time. He confirmed that this work will reduce the likelihood and duration of an odour control unit failure.</p> <p>Portable Odour Units:</p> <p>I Ruffell (TW) said that they've taken delivery of 2 portable odour monitoring units from Norway which will serve as a supplement to the already 13 on site. The Units will help pinpoint where the odour is coming from and to help with investigations. He also said that they looking at improving the Out of Office notifications process.</p>		
4.3	<p>New Sludge Building:</p> <p>Paul Mallows (TW) explained the thickening building is based on a 2 stage process. He said the new building will be enclosed with odour control in place. He confirmed that they had a pre-application meeting with LBH and that the planning permission request will be submitted shortly once the scheme has been signed off. I Ruffell (TW) gave a brief overview of the project. He explained that it will allow the site to draw more solids which means the final effluent will be of improved quality. A further update will be provided in September at the next meeting.</p>		

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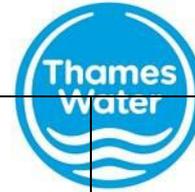
	<p>E Mayne (CLLR) said he has been coming to the meeting for the last 7 years and that LBH previously highlighted certain processes that were inadequate. He said he can now see the commitment from TW to improve the site as well as a definite all round improvement to the site.</p> <p>B Edwards (MRAG) said that the work that is taking place on site is definitely improving the site and going in the right direction to eliminate odour. He said that it is much better than it used to be from a communications point of view with responses and also the replacing of machinery. N Watts (TW) said that we are sharing what has been done and that the next stage for him is about formulating plans in a collaborative manner which means looking ahead 5 to 7 years from now.</p>		
5	Customer communication & engagement		

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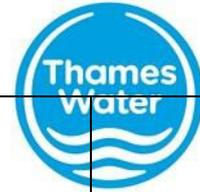
<p>5.1</p>	<p>Odour complaints:</p> <p>G Thomas (TW) said that they had received 33 complaints in April and 9 in May. She said that in April the site experienced issues after a carbon change caused the fans to fail. A break in a sludge pipe on site also caused a sludge spill. During May they experienced an issue with one of the primary settlement tanks. It had to be drained down which caused an odour on site. I Ruffell (TW) explained that they're carrying out remedial work to improve the resilience of the odour control units.</p> <p>B Edwards (MRAG) said that they did not have the co-operation and liaison last year and that he is looking forward to the future.</p> <p>N Watts (TW) said that they addressing the resource issues regarding the housekeeping on site. He also said that what he feels is that the sort of correspondence they get is different from what he hears in the meeting. E Mayne (CLLR) confirmed that the complaints has become much less since the Mogden upgrade. He said although the odour on Twickenham and Mogden Lane is becoming more frequent he has complete confidence in the Mogden Management. He also mentioned an odour issue at another location that was due to a network issue. This has since been resolved by the network team.</p>	<p>Action for Networks to investigate the sewers at the junction of Twickenham Road and Mogden lane.</p>	<p>Sept 2017</p>
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<p>5.2</p> <p>Notifications:</p> <p>G Thomas (TW) went through the notifications and confirmed that it also gets uploaded onto the webpage.</p> <p>5.3</p> <p>Mosquito survey results:</p> <p>G Thomas (TW) went through the graphs and explained that they survey more frequently in the summer. She explained that due to the hot weather the mosquitos can go from larvae to adult stage in 10 days.</p> <p>C Larkin (TW) said that due to the building work on site we sometimes survey fewer sites.</p> <p>B Edwards (MRAG) asked if a map of the site can be provided at the next residents meeting to show the regular sites with many mosquitos. T Bull (LBH) asked that the scale on the graphs be changed because it looks like a flat line at the bottom. He said that if the scale is changed to vertical it would then show more improvements. He also said that the most recent peaks seems to show an upward trend before coming down again and wanted to know if there was any particular reason?</p> <p>I Ruffell (TW) said that it could be due to the switching of the insecticides. T Bull(LBH) asked if it might be worth plotting the area where the increase are showing, which may give a good indication of how the peak can be reduced by identifying sites early and then targeting those particular sites geographically by almost predicting where like breeding sites are. He also said that to get rid of mosquitos TW must eradicate water completely.</p>	<p>Action for Entomologist to provide map of site showing areas of regular mosquito activity.</p> <p>Action for Entomologist to change the scale of the graphs.</p> <p>Action for Entomologist to explain the recent peaks.</p>	<p>Sept 2017</p> <p>Sept 2017</p> <p>Sept 2017</p>	
<p>5.4</p> <p>Richmond & Hounslow Local Engagement Forum:</p> <p>N Watts (TW) explained that the Local engagement concerns all aspects of TW. He said the purpose of the forum is for stake holders to have their say in how we provide services. He also mentioned that at the recent forum stakeholders representing the River Crane suggested that they use them in terms of helping to put their plans together.</p> <p>M Mathews (TW) said that a more formal consultation will take place in January regarding the next business plan. He also said that the many consultations had a focus on where they're going with customer bills and what they can deliver for less, same or more, as well as customer service commitments.</p>			

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<p>5.5</p>	<p>Future water resources options for London:</p> <p>M Mathews (TW) said that we need to look into the long term in terms of water resources and not only for the next 25 years but 50 years and beyond. He said that given the population growth and climate change we have to ensure we plan for the future. He said that new resources could be a new reservoir or a transfer of water between regions as well as potentially desalination as an option. He also explained the option of direct river water extraction from the Teddington Weir which meant that final affluent water will be taken from Mogden and piped into the River Thames further down to enable the extraction. This will call for a finishing plant at Mogden to treat the water to a higher standard before it goes into the river. B Edwards (MRAG) said that the area between Teddington Weir and Richmond Lock has the highest flood risk in the area and that there is a huge amount of water traveling through. He also mentioned the water table being used as a reservoir and more effort to use grey water recycling to help solve the water problem. M Mathews (TW) said that they have an artificial recharge scheme in London where they store the water by pumping it underground and use it during drought periods. He also explained that in terms of grey water and storm water they're looking at a catchment approach but need the support of the councils and developers and it is something for the future to look into.</p>		
<p>6</p>	<p>AOB</p> <p>N Watts (TW) announced that Tony Stanbridge left the business and that John Penicud is his replacement.</p> <p>Next meeting will be held the last Thursday of September.</p>		

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