

Residents Liaison Meeting



Date/Time: 23 April 2008 – 5.30pm
Venue: Conference Room, Mogden STW
Chair: Richard Aylard, Thames Water

Attendees:

Name	Representing
Jane Talbot	Queens Road Residents Association
Cllr Barbara Reid	London Borough of Hounslow
Cllr Liz Jaeger	London Borough of Richmond upon Thames, Whitton
Mr Michael Mehta	London Borough of Hounslow
Mr Gerry McCarthy	London Borough of Hounslow
Mr Tony Bull	London Borough of Hounslow
Mr Sean Case	London Borough of Richmond upon Thames
Richard Aylard	Thames Water – Meeting Chair
Keith Gardner	Thames Water – Area Operations Manager
Alan McEvilly	Thames Water – Process Manager, Mogden
Nick Fawcett	Thames Water – Principal Project Manager
James Clarke	Thames Water – Construction Engineer
Andy Gingell	Thames Water - Project Communicator

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No	Item	Actions
	<p>Agenda, slide 2</p> <ol style="list-style-type: none"> 1. Apologies 2. Odour Improvement Project 3. Odour 4. Working for a cleaner River Thames 5. Mosquitoes 6. Communications 7. Any Other Business 8. Proposed date for next meeting 	
	<p>Review of minutes from last meeting</p> <p>No comments raised</p>	
1	<p>Apologies received from: Ms Dobson Ms Bounce Mr Ayoby Ms Welsh Mr Taylor Cllr Maccleod</p> <p>Late apologies also received from: Cllr Dakers Mr Edwards</p>	
2	<p>Odour Improvement Project, slides 3 - 28</p> <p>Richard Aylard introduced the scope of works covered by the Odour Improvement Project.</p> <p>James Clarke talked through the site map and accompanying photos highlighting each of the improvements made to date.</p> <p>Richard Aylard then gave an update of the project programme explaining that the 8 circular primary settlement tanks had now been drained down as part of the decommissioning work, and that previously these were one of the smelliest parts of the works.</p> <p>Keith Gardner clarified that these had been now been decommissioned from operational use and Thames Water are now beginning a clean down programme of the tanks</p> <p>Michael Mehta asked why the progress slide only showed the primary settlement tanks were only showing to be 50% complete?</p> <p>Keith Gardner explained, although these were now drained down and out of operational use, there was still work to be done on cleaning down each tank and removing the residual fat deposits in</p>	



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	<p>the bottom of each tank.</p> <p>Richard Aylard gave an update on the Odour Improvement Project programme explaining that we had been working hard to deliver the project ahead of schedule, and that the improvements are now anticipated to be complete by the end of May 2008, instead of August.</p> <p>Richard Aylard then went onto explain that as we plan to finish earlier, OdourNet will be instructed to carry out their survey in July / August 2008.</p> <p>Richard Aylard explained that we were looking to achieve a 66% reduction in odour against the previously established odour levels recorded in the 2006 OdourNet survey.</p> <p>Richard Aylard explained that to make a fair assessment of the projects success, Thames Water will be instructing OdourNet to choose a suitable date and, Thames Water not to know when the survey will be carried out until they turn up with their vans at the site entrance.</p> <p>Jane Talbot asked if the results from this survey would be published on Thames Water's website?</p> <p>Richard Aylard answered saying that we will publish the results once OFWAT have completed an audit of the data.</p> <p>Jane Talbot then asked what will happen if we didn't hit the target?</p> <p>Richard Aylard stated that if we didn't hit our regulatory target, it would be back to the drawing board to make further improvements to hit the 66%.</p> <p>Jane Talbot then queried who will be paying for any additional work?</p> <p>Richard clarified in the event that we didn't hit our target, the Company (Thames Water) would have to fund any additional work, not our customers.</p> <p>Richard Aylard then went on to explain that OFWAT will audit OdourNet to make sure the results are fair and representative.</p> <p>Jane Talbot queried when will the result be published?</p> <p>Richard Aylard explained that once OFWAT have completed their audit activity, we will announce the result.</p> <p>Sean Case asked will the treatment of sewage be adversely effected by removing the primary settlement tanks, and treating sewage in the secondary odour controlled rectangular ones?</p>	



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	<p>James Clarke responded, explaining that our process engineers have confirmed that satisfactory primary settlement will take place in the covered and odour controlled rectangular secondary settlement tanks, therefore removing the need for the old circular primary ones,</p> <p>Sean Case went on to question why there were originally two stages of settlement at the works?</p> <p>James Clark explained that while we do not have information relating to the original design of the 1936 works, the activated sludge process was still relatively new. It is likely that the designers of the original works built the extra processes in to mitigate any risks associated with the relatively new technology.</p> <p>Jane Talbot asked what the difference is between the different odour control units, and why are they different?</p> <p>James Clarke explained that as the east side of the works is more odorous, it requires an odour unit that uses chemicals to treat the gasses, where as the west side, uses a smaller biological one.</p>	
3	<p>Operational odour, slides 29 - 32</p> <p>Keith Gardner gave an update on the operational running of the works, the improvements above the capital works, and the commitments made to the London Borough of Hounslow.</p> <p>He explained that Thames Water had recently installed a new pipe on one of the storm tank hoppers. This would be used as a back up, to manually over pump the storm tanks if the valves were to fail for any reason. He also explained that this would also help to reduce odour and mosquitoes.</p> <p>Keith Gardner went on to say that so far the trial had been successful, and if it proves to make a significant difference and the London Borough of Hounslow were happy, then we would look install more of the same.</p> <p>Keith Gardner also explained that a framework agreement had been set-up with a contractor regarding the maintenance of the storm pumps. In the event of a storm tank pump failure, the contractor will provide a replacement pump within 24 hours, while they carry out the repairs on faulty machinery.</p> <p>Keith Gardner then explained that as part of our maintenance programme, Thames Water are replacing the storm tank drain valves.</p> <p>Michael Mehta asked about the timescales relating to the additional pipe work on the storm tank hoppers?</p>	



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	<p>Alan McEvilly explained that we were in the process of upsizing the trial pipe to improve its efficiency, then after further testing, a programme will be put together. There are no timescales available at the moment. Alan committed to updating Michael when a programme becomes available.</p> <p>Keith Gardner ran through the summary slide showing the number of proactive and reactive notifications that had been sent out this quarter.</p> <p>Jane Talbot asked for clarity on what caused the recent April sludge spill in the digester area?</p> <p>Keith Gardner explained that a layer of sludge seals digester. Mechanical units operate the valves that control the levels of sludge in each digester.</p> <p>Keith explained that in this case, we had experienced a mechanical failure on one of the valves causing the floating digester to overflow. Once discovered, a clean up was instructed immediately, and a notification was sent out to local residents.</p> <p>A second update notice was also sent 24hrs later to inform that the clean up was successfully completed within the estimated time period.</p> <p>Michael Mehta asked if there is any thought being put to how we can stop this from happening again?</p> <p>Keith Gardner responded explaining that a contractor is currently reviewing and renovating a number of digester valves as part of a trial. If this is successful, we plan to use this contractor to evaluate the other digester valves.</p> <p>Alan McEvilly then explained that the valves work on a rotorque system that is mechanically controlled. In this particular situation the sheer joint that makes the valves turn had ceased and failed. As the mechanical part was still able to turn, the computer thought the valve had closed. If the work being carried out by our contractor turns out to be a success, it will significantly reduce the risk of such events from reoccurring in the future.</p> <p><i>Councillor Reed enters the meeting</i></p> <p>Keith Gardner gave an update on the London Borough of Hounslow site inspections and agreed to get the reports published online.</p> <p>Jane Talbot asked whose website will the reports be published on.</p> <p>Andy Gingell clarified that they will be published on the Thames Water site under the Mogden pages.</p>	<p>AM</p> <p>AG</p>



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	<p>Andy went onto explain that we are currently finalising the additional web page, and they can be expected to be online within the next coming weeks. He explained that once a site inspection had been complete, Michael Mehta sends his comments to the Mogden Team and we put this into a report, with any actions / responses. This then gets sent back to the London Borough of Hounslow for their approval, before it gets published online.</p> <p>Examples for the 31 March, 10 April and 16 April were available for viewing at the meeting.</p> <p>Keith Gardner gave an overview of the number of complaints that had been received in the last quarter.</p> <p>Keith acknowledged that there had been a large number of complaints earlier this year, especially in February. There are a number of factors that could have contributed to this</p> <ul style="list-style-type: none"> • Weather conditions have shown warm days and cold nights causing any odour to 'drop'. • We stopped dosing ferric chloride for some time. In the summer months it is normal to dose. Dosing has shown to reduce Hydrogen sulphide concentrations from 900ppm to 50ppm. As a result, we have committed to dosing all year round and this is already underway. • We also had an issue with odour release from the pasteurisation plant odour control unit trials. A notification was sent out to local residents and the trials were terminated with immediate effect, until the problem could be rectified. • One of our operatives also noticed a failed seal on a hatch while carrying out an inspection that resulted in an increase in odour. This too was also resolved with immediate effect. <p>Keith summarised by explaining that there were many small factors, which cumulatively lead to a large number of complaints. Since then, March and April have been much quieter.</p> <p>Jane Talbot asked for more information on the hatch seal inspection.</p> <p>Keith Gardner explained that the seals are routinely inspected and logged. Because of the odour sensitivity, this is carried out on a regular basis.</p> <p>Sean Case asked why complaints in January 2008 were quite high when compared to previous years?</p> <p>Keith Gardner responded explaining that we had been going through a particularly bad period for odour.</p> <p>Richard Aylard then went back over the key features of the odour improvement project for Councillor Reid updating her on the new</p>	



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	<p>early finish for the project, and the reasons why.</p> <p>Councillor Reid acknowledged the content of the slides and enquired about the OdourNet survey.</p> <p>Richard Aylard addressed her question, as clarified earlier in the meeting.</p>	
4	<p>Working for a cleaner River Thames, slides 33 - 34</p> <p>Richard Aylard introduced the slide detailing an update on the planning application submission relating to Thames Water's work to improve the water quality of the Tidal River Thames.</p> <p>Councillor Reid declared an interest.</p> <p>Following the introduction, Richard addressed the group and asked if anyone had any specific questions they would like answering.</p> <p>Jane Talbot thanked Keith Gardner for the explanation ahead of the meeting. Jane enquired about the soil banks and what plans we had made regarding the ecology and replanting of vegetation.</p> <p>Richard explained that we have a team of ecologists who have been working on the area, and they will be heavily involved in re-establishing any habitats.</p> <p><i>Nick Fawcett arrives</i></p> <p>Richard Aylard refers the question back to Nick Fawcett for comment</p> <p>Nick Fawcett adds to Richard's comments explaining that we have carried out ecological surveys as part of our preliminary work, going into detail of what the surveys entail. These documents will form part of the environmental statement. The environmental mitigation statement will then address any concerns surrounding replanting, stressing that keeping this habitat is an important part of our strategy.</p> <p>Richard Aylard concludes talk on the planning application.</p>	
5	<p>Mosquitoes, Slides 35 - 41</p> <p>Keith Gardner ran through the slides detailing how Thames Water monitor and control mosquito populations on the site.</p> <p>Copies of the new mosquito leaflet were passed around; Andy Gingell explained that residents should expect to receive their copies week commencing 6 May 2008.</p> <p>Keith Gardner proceeded to run through the survey data for 2008.</p>	



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	<p>Tony Bull asked why are adult mosquitoes still being found? Is it because the larvae are still growing or is it that the adults are not successfully being killed?</p> <p>This is to be referred to the entomologists.</p> <p>Keith Gardner explained that there are plans to carry out a trapping exercise so that further analysis can be carried out.</p> <p>Tony Bull commented on the report, agreeing with Keith that he would like to see greater analysis on sampling and mosquito lifecycles.</p> <p>In addition to traps onsite, Tony intends to use traps off site for greater identification of adult mosquito populations.</p> <p>Keith Gardner also mentioned that Thames Water have agreed to contribute £20,000 to help with the cost of gully cleaning in the area around the site, as a further preventative measure for mosquito control.</p> <p>Jane Talbot enquired if there are now fewer mosquitoes as a result of covering large areas of the site?</p> <p>Keith Gardner explained, although statistics do not show any significant reduction, the improvements have resulted in us surveying many more sites, so instead of a storm tank being one site, its now classified as multiple sites. This means that while mosquito populations may not have increased, the likelihood of finding more mosquitoes has become higher.</p> <p>Keith further developed on this point by explaining that during the improvement work, we worked closely with our entomologists to find more ways of 'engineering out' more mosquito breeding sites.</p>	KG
6	<p>Communication, slides 42 - 44</p> <p>Andy Gingell gave an overview of the proactive communications, including the newsletter, mosquito leaflet and the notification process. He also ran through ways which customers can contact us.</p>	
7	<p>AOB and date for next meeting, slide 45</p> <p>Richard concludes the main meeting and asks participants if they have any other business.</p> <p>Councillor Jaeger asks for an update on the planning application and how it will be communicated to local residents.</p> <p>Nick Fawcett answers, also explaining that residents will be sent a</p>	



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	<p>leaflet with a letter detailing our proposals over the next few weeks.</p> <p>Prototype copies of the leaflet were distributed to the meeting attendees.</p> <p>Richard Aylard provided Councillor Jaeger with an update on the Odour Improvement Project, explaining that we intend completing the work ahead of schedule in May 2008.</p> <p>Jane Talbot enquires if Thames Water is successful with the planning application, where will the lorries travel in and out of the site?</p> <p>Nick Fawcett clarifies that any lorry movements will be through the main site entrance and there are no plans to build an alternative access road.</p> <p>Jane Talbot asks if Thames Water plan to organise an open day or visit to the west side of the works?</p> <p>Thames Water showed no objections to doing this.</p> <p>Richard Aylard suggested that we could organise a tour of the odour controlled areas and the proposed new works.</p> <p>Richard then went on to ask when a good time for such an event would be.</p> <p>In general, it was agreed that an evening in the summer would be better than the weekend, and an action was made for Thames Water to organise this.</p> <p>Michael Mehta requested an update on the pasteurisation process at Mogden.</p> <p>Keith Gardner responded explaining following a meeting this week; the intentions are to run the pasteurisation plant this summer, starting in May.</p> <p>He explained that sludge produced on site is eventually spread onto land as fertiliser. Before this can happen, the final product, or cake, has to meet certain quality levels as set by DEFRA. These levels vary dependant on the season, currently we produce a compliant sludge product on site in summer. In winter, the cake is compliant by the time it is spread on land.</p> <p>By using the pasteurisation plant we can produce a compliant product all year round.</p> <p>Keith also added that the pasteurisation unit has its own relatively large odour control unit.</p>	<p>AG</p> <p>AG</p>



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	<p>Gerry McCarthy asked whether these slides are going to be published online.</p> <p>Andy Gingell confirmed that the slides and meeting minutes would be published on the company website following signoff with the attendees.</p> <p>Councillor Jaeger questioned why there was such a poor level of attendance.</p> <p>Andy Gingell responded by explaining that around 30 invitations were sent out, and he had received a number of apologies, plus 3 last minute cancellations. Andy suggested running through the list of invitees at the end of the meeting.</p> <p>Richard Aylard suggested a possible meeting dates of 23 July. If this is not possible for many to make a second date of 16 July was also suggested.</p>	AG