

Residents Liaison Meeting

16 April 2015

Conference Room, Mogden STW

Chair: Richard Aylard CVO, Thames Water

Attendance:

Barry Edwards	MRAG
Murray Edwards	MRAG
Keith Knight	Resident
Adrienne Mead	Royal Oak Pub
Catherine Rampton	Resident
Mary Macleod	Public Representative
Ruth Cadbury	Councillor
Barbara Reid	
Bob Whatley	Councillor
Shaun Case	Richmond Council
Gerry McCarthy	Hounslow Council
Tony Bull	Hounslow Council

Thames Water:

Andrew Georgiades
Ian Ruffell
Tony Stanbridge
Richard Dennett
Cecilia Larkin
Trevor Hennessy
Hilary Murgatroyd
Nigel Watts

1	Review of previous minutes	
1.1	Storm tank data on webpage: At a previous meeting Gerry McCarthy requested storm tank data be updated on the Mogden web-page. Richard Dennett explained that the change of staff and difficulty with server had presented challenges with the downloading of this information. He undertook to ensure that all recoverable data would be updated on the web. Nigel Watts and Tony Stanbridge stated that they would monitor the situation closely.	Richard Dennett
1.2	Work on the digesters: Andrew Georgiades reported that the anti-foam pump was now in place and working feeding all the digesters. Update on the digesters would be given under operational updates later in the meeting.	
1.3	Newsletter: The Chairman informed the meeting that 10,000 newsletters were being distributed by Royal Mail and should be with residents early next week. The newsletter contained details of the survey and work being carried out on site. Following discussion to which Murray Edwards, Barry Edwards and the Chairman contributed it was agreed that the newsletter would be distributed twice yearly. The next newsletter is due in September 2015.	Cecilia Larkin to issue newsletter in September
1.4	Storm tanks: Andrew Georgiades stated refurbishment work commenced on the storm tanks this week: tank 8 being the first. As new technology was being used on the hoppers time scale for the delivery of all storm tanks could not be assessed until tank 8 is completed and tested. Barry Edwards requested details of what systems would be used in the hoppers. Andrew Georgiades stated he would inform him of the systems when they were finalised. Gerry McCarthy accepted that Thames were awaiting the results of tests on the first tank.	Andrew Georgiades to inform Barry Edwards of the technology being used in the storm tank hoppers.
1.5	Refurbishment of OCUs: Andrew Georgiades reported work was being carried out on pumps, fans and belts on the OCUs. A large project to change the carbon in OCU 12 is scheduled for 27 April with completion of all work within six weeks. Nigel Watts recognised the importance of this work and stated that senior management would come to the assistance if any difficulties were encountered.	

1.6	Gerry McCarthy said that he had not received the Odournet Survey for 2014 despite having requested it five times.	Richard Dennett undertook to ensure the survey would be issued.
1.7	Meeting to be arranged between Gerry McCarthy and Barry Edwards regarding the extension to Mogden and the potential to 'eliminate odour'. Gerry McCarthy to arrange and inform who is to attend that meeting.	Gerry McCarthy
1.8	High-pitched noise from plant: Andrew Georgiades explained all brackets on air main have been tightened. Barry Edwards confirmed there had been no further incidents.	Action Closed
1.9	Networks: Councillor Ruth Cadbury wondered if the odour from the networks could be because of sewage leaking into the networks. Chairman explained the process in detail and how that was not possible. Mary Macleod asked how many discharges to river. Ruth Cadbury asked how many incidents are above dry weather flow. A discussion ensued regarding discharge to river to which Ruth Cadbury, Barry Edwards, Murray Edwards and Mary Macleod contributed. The Chairman explained that the record of discharges to river is available but the figures quoted by Barry Edwards probable included Hammersmith pumping station, which operates independently of Mogden. Barry Edwards said he believed Steve Taylor had the data of discharge for Mogden alone. Chairman assured the meeting that there had been no breach of permit and said that information regarding the numbers and dates of discharges to river would be made available. Ruth Cadbury also questioned why capacity of storm tanks had not been increased following new extension. Chairman explained extension was to increase capacity of processing through the works so increase in size of storm tanks not required.	Thames Water.
1.1	Odour from digesters: Ian gave an update on work on digesters under operational matters presentations.	
1.11	Odour monitors: dealt with under operational matters presentation.	
1.12	Complaints to Council: Gerry McCarthy stated that complaints and findings were published on weekly site inspection reports on the council's webpage.	

1.13	Chairman outlined difference between many and few in entomologist report: Under 10 = few, over 10 = many.	Action closed
1.14	Investigation on trunk sewer requested by Councillor Mayne: Trevor Hennessy from Networks informed the meeting that Thames had been seeking a meeting with Councillor Mayne to discuss this matter.	Trevor Hennessy and Cecilia Larkin
2	Operations and communications update	
2.1	Upgrade of odour monitors and servers, repositioning of monitors to cover perimeter of site. Ian Ruffell gave details of the £251,363 investment. All Jerome's have been upgraded and moving of monitors 6 & 7 from centre of site to perimeter scheduled for completion mid-July (map outlining positioning of monitors displayed at meeting). This would ensure the full perimeter of site would be monitored. The new server is scheduled for installation and will be operational within 12 weeks. Catherine Rampton asked could all odour be picked up by the monitors? Andrew Georgiades explained only hydrogen sulphide could be picked up by monitors. He also explained that monitor readings were examined by process controllers in real time and when spiking occurred the area was checked and recorded in the odour log which the council inspected. Site was also checked routinely for odour. The question of monitor readings being placed on the webpage was also raised and the meeting was assured that all available information from monitors and servers were posted on webpage. Nigel Watts stated (a) monitors have been upgraded, (b) relocation of 6 & 7 is in hand (c) all available odour data is on webpage (d) within 12 weeks when new servers are installed and running full capture of future data will be possible and posted on webpage. The Chairman stated that by July the system should be robust and full data updates will be possible going forward.	Cecilia Larkin to update webpage with available data.
2.2	Odour control units refurbishment project: Ian Ruffell outlined details of £177,814 investment in OCUs. Refurbishment entailed work on pumps, fans and belts on the OCUs. Two OCUs outstanding and carbon change in OCU 12 is scheduled for 27 April with completion of all work within six weeks.	

2.3	<p>Storm tank, amajet, hopper upgrade and refurbishment: Ian Ruffell outlined the £380,000 investment in storm tank which includes work on amajets, hoppers and a new wash jetting system.</p>	
2.4	<p>Digester refurbishment and improvement: Ian Ruffell explained that there has been a £220,000 investment in the digesters. He explained how digesters work and outlined how the new anti-foam pumping system assisted in reducing gassing from the digesters.</p>	
3	<p>Customer complaints</p>	
3.1	<p>Cecilia Larkin displayed complaints graph and explained that the graph represented 1. odour complaints to Mogden, 2. odour complaints to Hounslow council not received in Mogden, 3. complaints about mosquito's alone and 4. general queries. It was noted there had been a substantial increase in complaints in March. Ruth Cadbury asked if the graph reflected the date complaint was received or date complaints related to. Also asked if complaint times were checked against incidents on site. Cecilia Larkin stated it was date referred to in complaint. Gerry McCarthy stated that the monitor reading and logs were checked by the council against date and times of complaints. Barry Edwards stated that the graph was not a true reflection of complaints as people had fatigue with regard to complaining. Discussion ensued regarding positioning and suitability of odour monitors, problem relating to capture of data off site and monitoring of odour on site to which Adrienne Mead, Catherine Rampton, Mary Macleod, Ruth Cadbury, Barry Edwards, Murray Edwards contributed. Gerry McCarthy stated that the Council took measurements off site when odour was reported. Barry Edwards wondered if the trigger levels on monitors were too high. Gerry McCarthy stated that no equipment could be as sensitive as the human nose. Barry Edwards stated the MRAG have a plan to set up their own independent monitoring. Andrew Georgiades stated that walk-arounds of the site were undertaken to ensure everything was in order. Catherine Rampton asked how much work on storm tanks will improve odour problem. Chairman stated not possible to say except in general terms. The Chairman offered to invite an independent odour expert to come to the next meeting if attendees would find it helpful. Ruth Cadbury requested a graph for complaints about odour alone be displayed at next meeting.</p>	<p>Cecilia Larkin to display graph for odour alone at next meeting.</p>
4	<p>Mosquito survey results</p>	

4.1	<p>Cecilia Larkin displayed graph outlining mosquito checks and results under the headings: number of sites surveyed; sites with any activity; sites with any adults; sites with many adults; sites with larvae. Cecilia Larkin explained the life cycle of a mosquito and how the treatment process worked. Tony Bull from Hounslow council agreed with her description. Murray Edwards asked if there was any way to treat mosquito eggs. Tony Bull explained that all possible ways of treating a site such as Mogden were employed. The Chairmen pointed out that the results on mosquito treatment was generally good and certainly had improved in recent years.</p>	
5	<p>Notices:</p>	
5.1	<p>Cecilia Larkin outlined notice of work to be carried out issued since last meeting. December 3 2014 notice of critical maintenance work on pasteurisation stream number nine. March 25 2015 notice of installation of new cleaning system for storm tanks.</p>	
6	<p>AOB</p>	
6.1	<p>Odour: Barry Edwards stated that odour from Mogden was extremely bad of late. He asked if there had been a failure of housekeeping or was the site not fit for purpose. Catherine Rampton, Murray Edwards and Barry Edwards cited the weekend of 11 and 12 of April as particularly bad and asked if there was a particular incident on site that should have contributed to this odour. He stated that there needed to be a change in process and requested information on how many complaints were received on that weekend and what was the state of the storm tanks at that time. Chairman requested that this matter be investigated and findings reported within a week. Andrew Georgiades undertook to investigate this and report back.</p>	<p>Following the meeting on the 16th of April I carried out a full investigation as to the possible source of odour on the weekend of the 11 and 12 April 2015. We have, during the month of April being upgrading our odour monitors which has resulted in some monitors being off line. Because of this we increased our manual inspections on site. Our logs show we were draining down the storm tanks on those dates. When the storm tanks are drained down there is a residue left in the bottom of the tank which is then hosed down. This work can be odorous. The site logs indicate that the process controllers detected odour from this work. To help alleviate the odour the tanks were part filled with treated effluent and flushed. We are sorry for the inconvenience caused by this and you can be assured that every effort will continue to be made to contain odour as much as is practicable. Andrew Georgiades</p>

6.2	<p>Mary Macleod stated that an expert would have a strategy for odour reduction. She stated that something was wrong with the process if operational staff don't know about odour before reported. She wondered if areas were being monitored appropriately. She stated that residents feel there is a break in the process. Catherine Rampton stated that monitors are not picking up what residents smell. Andrew Georgiades stated that odour monitoring is also carried out by operational staff on site who have had their nose calibrated. Ruth Cadbury stated that they have been given strategic information but nothing seems to be acted upon. There always seems to be apologies and statement that all will be well when work is completed on digesters, storm tanks etc. but nothing seems to get sorted. Murray Edwards asked Gerry McCarthy if he had received a substantiated complaint upon which he could serve an abatement notice. Gerry McCarthy stated that the council were monitoring the situation and building their case but to date had not received a substantiated complaint that would justify an abatement notice.</p>	
6.3	<p>Litter and Gate: Ruth Cadbury stated that staffing levels were too low if issues of litter could not be addressed. Chairman explained that five new members of staff have been employed. Cecilia Larkin stated that a large litter pick has been undertaken and the rubbish dumped at Glen Walk was scheduled for removal this weekend. A general discussion ensued regarding litter, leaves and the gate replacement to which Adrienne Mead, Barry Edwards and Murray Edwards contributed. Andrew Georgiades stated that with five new members of staff there were now 18 shift workers and 15 day operatives. Richard Dennett undertook to ensure that the issues of the litter, leaves and gate replacement would be addressed. The gate would be replaced in six weeks. Litter clearance would be ongoing.</p>	<p>Richard Dennett undertook to ensure issue of litter, leaves and gate would be attended to.</p>
6.4	<p>Public Footpath: The issue of the condition of the public footpath through the works was raised by Adrienne Mead, in the context of the Rugby World Cup. She outlined the need for it to be cleaned and requested lighting on the pathway. Murray Edwards pointed out that it was the responsibility of the council to ensure that the footpath would be cleaned. Gerry McCarthy stated that he would check how often the path was cleaned. Issue of signs along the footpath was raised by Ruth Cadbury and Adrienne Mead. Cecilia Larkin stated that the signs were being attended to: the distinction between the public footpath and Thames property was outlined. Ruth Cadbury asked Gerry McCarthy what arrangements were being made regarding parking for the world cup. Adrienne Mead and Ruth Cadbury asked if signs</p>	<p>Gerry McCarthy and Cecilia Larkin</p>

	<p>would be erected directing the public along the footpath. Gerry McCarthy stated that Hounslow council are having two meetings one for residents and one for businesses to discuss these issues on Wednesday 13th of May. Nigel Watts stated that Thames Water would work with the council on issues relating to the footpath.</p>	
<p>6.5</p> <p>Next meetings scheduled for :</p>	<p>Nigel Watts, Tony Stanbridge and Richard Dennett told the meeting that a new structure was now in place that should address the difficulties. Mr Watts undertook to ensure that there were no delays caused by the process of approval for work. This concluded the business of the meeting.</p> <p>Thursday 11 June 2015 and Thursday 8 October 2015 in Conference Room, Mogden STW at 6pm.</p>	