

Residents Liaison Meeting

Date/Time: 8 December 2010 6pm
Venue: Conference Room, Mogden STW
Chair: Richard Aylard, Thames Water



Attendance

Name		Representing
^ Richard Aylard	RA	Thames Water (Chair)
* John Sullivan	JS	Thames Water (Chair in RA's absence)
* Cllr Arnie Gibbons	AG	London Borough of Richmond Upon Thames
* Cllr Ed Mayne	EM	London Borough of Hounslow
* Cllr Linda Davies	LD	London Borough of Hounslow
* Gerry McCarthy	GM	London Borough of Hounslow
* Michael Mehta	MM	London Borough of Hounslow
* Tony Bull	TB	London Borough of Hounslow
* Shaun Case	SC	London Borough of Richmond Upon Thames
* Richard Johnston	RJ	Queensbridge Residents Association
* Joyce Diment	JD	WERFA (Woodlands Estate Residents Association)
* Keith Knight	KK	Resident
* Clare Montgomery	BM	Cole Park Residents Association
* Mark Grimshaw	MG	Thames Water – Operations Manager
* Zak Espi-Castillo	ZEC	Thames Water – Process Manager (Acting)
* Adrian Jack	AJ	Thames Water – Project Manager
* Matt Warburton	MW	Thames Water – Complex Delivery Manager
* Emily Goren	EG	Thames Water – Communications

Apologies received from:

Cllr Barbara Reid		London Borough of Hounslow
Cllr Corinna Smart		London Borough of Hounslow
Cathy Gallagher		London Borough of Hounslow
Simon Eaton-Walker	SEW	MRAG
Hilary Murgatroyd		Thames Water – Local & Reg Government Liaison
Sonia Rana	SR	Thames Water – Communications

Present – Full Time (*), Part Time (^)

Item	Description	Action
	JS introduced himself as the interim chairperson until RA arrived, who was running late after a Thames Tunnel briefing at the House of Lords.	
1.0	Review of previous minutes	
1.1	EG explained that the minutes of the previous meeting were still in draft, although available on the website because SEW had been unable to provide his comments due to ill-health. Also the item on the agenda 'Grounds maintenance issues' will be postponed until the next meeting in March. JS ask that good wishes be sent to SEW for a speedy recovery. EG went on to add that in future if we have not heard from the attendees after the two week deadline, the minutes will become final unless there are exceptional circumstances, as in SEW's case.	Note
1.2	JS went through the actions from the previous minutes: 3.2 MM was asked to find out if it was appropriate for Councillors to attend the Independent Odour Study steering group. EG pointed out that as the steering group was no longer meeting, this was not an issue. 5.5 AJ felt that the action against himself and ME (Murray Edwards) was answered in the post meeting note. 5.7 It was requested that a slide that was difficult to read in the presentation was emailed out with the minutes. EG confirmed that this was actioned. 6.4 The Odour Management Plan (OMP) for Mogden was to be made available on the LBH website. GM didn't think that this had been actioned and so would liaise with EG.	GM/EG
1.3	There were no other comments and so the previous minutes were accepted as a true record of the meeting.	
2.0	Operations and correspondence	
2.1	EG ran through the operations update, including: <ul style="list-style-type: none"> The redoming of Battery C aeration lanes began in October 2010. This will be followed by Battery D in the New Year then Battery B. A model of ceramic diffusers used in aeration lanes was passed around, with an example of the rubber membrane we are replacing them with. <ul style="list-style-type: none"> Mark Grimshaw has taken over the role of Operations Manager from Sian Thomas and Zak Espi-Castillo is acting as Mogden's Process Manager. The six month review of Mogden's Odour Management Plan has begun and is due to be complete by the end of this month. EG also spoke about the complaints that have been received to date this year and the notifications we have issued.	
2.2	SC asked why the diffusers needed to be replaced? JS explained that they become clogged and inefficient. KK asked if the membranes were cheaper than the ceramics? MG wasn't sure but said that ceramics last longer than membranes so they probably work out the same price in the end.	
3.0	Communications	
3.1	EG ran through the communications slides, including: <ul style="list-style-type: none"> The last issue of the Mogden Update was sent out to residents at the beginning of October. The next issue will be sent out in February 2011, when we will also be updating our interpretation boards. 	
3.2	CM, JD and KK didn't receive the last newsletter. EG is to liaise with them to find	EG

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	<p>out why. JS recommended sending an email notification out with a link to the newsletter on the Thames Water website. EM suggested contacting the residents associations directly when the next newsletter comes out.</p> <p>GM said that he would check with a colleague who usually receives the newsletter and let everyone know the answer at the next meeting.</p> <p>Post meeting note: JD emailed EG on 16 December in order to let the group know that she did receive the newsletter.</p>	<p>EG</p> <p>GM</p>
4.0	Independent Odour Research Study – final report	
4.1	<p>MG ran through the S106 Odour Study slides. He added that the final report was now available for download on both the TW and LBH websites, and that the first third of Battery A & B aeration lanes were identified in the report, as now being the main odour source from the site.</p> <p>MG then went through TW's programme to find out what can be done to mitigate this source of odour. The programme has already started and will run till September 2011, when our final report will be released. MG stated that this must seem like a long time but we want to do our own investigation into the aeration lanes and that we want to understand whether seasonal effects affect odour from this source. MG added that there will be an interim report by April 2011 and that any findings throughout the programme will be acted upon immediately. MG said that we should have an update on this by the next residents meeting in March.</p> <p>MG proceeded to go through a diagram that shows the relative perceived 'offensiveness' of odours from a sewage treatment works. It demonstrates that activated sludge (aeration lanes) is low down, followed by secondary treatment (final settlement tanks). At Mogden all the odours above these in the list have already been mitigated.</p>	MG
4.2	<p>GM said that the programme includes monitoring, sampling and results but what about remedial work? MG is confident that remedial work can be fitted into the programme, as required.</p> <p>GM asked who was carrying out this work? MG replied that it is our in-house R&D department with Entec coming back to do more sampling afterwards. MG added that he anticipates an improvement in the aeration lanes from March 2011.</p> <p>GM then asked when Battery B would be redomed? MG responded saying that Battery C will be completed in the next two weeks. Battery D's diffusers will then be replaced from the New Year until March 2011, then Battery B will be started in April or May 2011. However, we currently have no performance issues with Battery B. AJ added that Batteries A and B are on the east side of Mogden, which Entec identified as the worst of the aeration lanes.</p>	
5.0	Mosquitoes	
5.1	<p>EG ran through the mosquito update, including:</p> <ul style="list-style-type: none"> • Updated graphs showing mosquito activity 	
5.2	<p>EM asked about the sharp drop around week 40 that seems to show on all of the graphs. EG was not sure of the reason, but MG suggested the thunderstorms that we had around that time. TB agreed, adding that it would have washed the eggs and larvae away.</p> <p>TB asked about the mosquito report. EG replied that John and Barbara Ismay were working on it and would come back with an exact date for LBH.</p>	EG
6.0	Sewage Treatment Works Upgrade Project – an update	
6.1	<p>AJ ran through the extension project update, including:</p> <ul style="list-style-type: none"> • A brief overview and progress so far • Digester cleaning 	

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	<ul style="list-style-type: none"> • Three month look ahead • S106 phasing plan • Key communication milestones • What is being done to minimise disruption 	
6.2	<p>AJ said that the 14 metre high embankment has been moved westwards to make room to build what is effectively a brand new sewage treatment works alongside the current Mogden sewage treatment works. There will be a new inlet works, the primary settlement tanks will be covered, new aeration lanes (7m deep by 120m long) and final settlement tanks. In addition, the sludge plant will be made larger, which will enable more methane to be collected and burnt in our combined heat and power (CHP) engines.</p>	
6.3	<p>AJ went on to say that 450,000 tonnes of soil have been moved in 90 days. If we had transported all of it offsite, it would have meant using 750 lorries per day, instead we have stockpiled most of it and only transported 38,000 tonnes offsite.</p>	
6.4	<p>AJ then described the three techniques that can be used for piling: hammer (most noisy), vibratory and hydraulic press (virtually silent). AJ explained that we try to use the quietest form of piling where possible but it depends on the soil type, which around Mogden is predominantly gravelly.</p> <p>SC asked when the piling takes place? AJ replied between Monday to Friday between 8am to 6pm.</p> <p>MM asked what technique would be used for the 3,500 piles? AJ replied that they would be driven, which would be fairly noisy but added that they are concrete, which has to be handled more carefully than steel.</p>	
6.5	<p>AJ explained that the digester cleaning involved cleaning and modifying all 16 digesters, one at a time, which will take about two years. The second one is about to be cleaned and so another notification will be sent out via the mailing list.</p>	SR
6.6	<p>AJ went on to detail the 3 month look ahead for the project, including a trial of driving the permanent concrete piles before Christmas. There will be 3,500 piles to go in, in total. However, we will only use two piling machines due to the noise.</p>	
6.7	<p>MW outlined the key communication milestones, he added that the next drop-in session will be in February 2011. MW added that the sessions so far have not been well attended, but the point was that the team had been available and would continue with this format. The one in October had only 2 visitors, in November: 6 visitors and in December: 2 visitors.</p>	
6.7	<p>MW then went on to explain how we are minimising disruption and that we have 5 dust monitors, 1 vibration monitor (at the Worton Hall Industrial Estate) and 3 noise monitors (one of which is hand-held).</p> <p>LD asked how many noise complaints had been received so far? MW replied about nine. LD added that they'd not had any at LBH to her knowledge. MM said that LBH had a few but all from the same resident. MW knew of the complaint and said that it had been resolved.</p> <p>JS asked about Christmas working. MW replied that the site will be shut down from midday on Christmas Eve until 4 January 2011. LD asked if Christmas Eve would be noisy? AJ said no, as the contractors would most likely finish on 23 December 2010 and pack up on Christmas Eve. MM asked if that could be put on the TW website and RA asked if it could also be sent out as a notification. EG agreed.</p> <p>Post meeting note: SR has already notified residents about the Christmas shutdown by letter.</p>	EG
7.0	<p>AOB</p>	
7.1	<p>EM thanked EG for the notifications, he added that the public meeting for the Entec report was handled well. EM went on to congratulate MG on his new position.</p> <p>EM said that he has had correspondence with MRAG about site visits to Mogden.</p>	

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	<p>MG replied saying that we had agreed people can accompany LBH on their site visits to Mogden but they need to arrange it with LBH, not TW. Also the numbers can only be one or two people at the most, otherwise it may disrupt the purpose of the site visit. EM was happy with the answer.</p> <p>EM asked what action had been taken about the skips issue? MG replied saying that the contractors had been spoken to strongly, with their contract with TW threatened if there isn't an improvement. MG added that we have also checked that our operators on site are on the ball with keeping skips covered. MG pointed out though that although this was flagged up in the Entec report, and should not have happened, the skips were not odorous, it was purely visual perception. However, MG added that the new skip covers will be in place in the New Year and EG will take photos for the next residents meeting.</p>	EG
7.2	GM asked what was going to happen about the smoke tests, duct holes, tank covers being left open and skip cover recommendations in the Entec report? MG replied that they had been taken onboard, adding that the duct plugs and skip covers have already been actioned and the tank covers being left open was due to health and safety concerns for confined space entry. MG said he would have an update on the smoke testing by the next residents meeting.	MG
7.3	MM asked about the digester cleaning and whether it was causing odour? EG said that it was potentially odorous, which was why the residents were notified by the mailing list. EG added that there had been some activity on the sludge gas monitors but there have been no complaints so far. MM asked when the graphs for the sludge gas monitor data would be available on the TW website. EG replied as soon as she has sorted out the formatting of the graphs. AJ offered to assist.	EG/AJ
7.4	LD asked if the footpath running through Mogden could be gritted, as she had received complaints from residents during the cold weather. EG replied that LBH are responsible for the footpath, not TW. EM offered to look into it for LD	EM
7.5	CM said that residents associations need to remind residents to phone into TW if they have a complaint. JS stressed that we do recognise our impact on residents. CM added that there are very positive relations between TW and residents at the moment, which is good, but felt that the low level of complaints for this year might be due to people giving up on complaining rather than an improvement at Mogden. EG said that residents can always email us at Mogden@thameswater.co.uk if they don't want to phone in for any reason, as their complaint will still be logged. MG added that we are not complacent and are always striving to improve things at Mogden. EM said that the Entec public meeting identified a source of odour that had not been identified before so TW are now aware of the problem and working on it. EM added that it was up to residents to keep the pressure on, however.	
7.6	<p>TB asked about the ground breaking for the extension work and whether they will be assessed as mosquito breeding areas? AJ replied that John and Barbara Ismay are engaged with the contractor to prevent this. TB elaborated, asking if John and Barbara will have enough time to assess these new areas? AJ and MG both responded saying they hadn't heard from John and Barbara about this as yet.</p> <p>TB went on to ask about the mosquito awareness campaign for next year. EG replied saying that a new leaflet would be produced in the new year ready for April 2011. TB recommended the end of April, so RA suggested 30 April 2011 for distribution. EG agreed.</p>	EG
7.7	RA apologised for being late and thanked everyone for coming on such a cold night.	

Dates of future meetings	Wednesday 9 March 2011 Wednesday 8 June 2011 Wednesday 7 September 2011	Time	6pm
Location	Conference Room, Mogden STW		