

Residents Liaison Meeting

Date/Time: 4 February 2014 6pm
Venue: Conference Room, Mogden STW
Chair: Richard Aylard, Thames Water



Attendance

Name		Representing
* Richard Aylard	RA	Thames Water (Chair)
* Cllr Ruth Cadbury	RC	Brentford – Labour
* Cllr Colin Ellar	CE	Hounslow Heath – Labour
* Gerry McCarthy	GM	London Borough of Hounslow
* Sean Case	SC	London Borough of Richmond upon Thames
* Keith Knight	KK	St John's Road Residents Association
* Richard Johnson	RJ	Queensbridge (North) Residents Co Ltd
* Hilary Murgatroyd	HM	Thames Water – Local Government Liaison
* Paul Stocker	PS	Thames Water – Operations Manager
* Zak Espi-Castillo	ZEC	Thames Water – Process Manager
* Emily Goren	EG	Thames Water – Communications

Apologies received from:

Mary Mcleod, MP	Member of Parliament for Brentford and Isleworth
Cllr Arnie Gibbons	London Borough of Richmond upon Thames
Cllr Matt Harmer	London Borough of Hounslow
Cllr Brad Fisher	London Borough of Hounslow
Cllr Linda Davies	London Borough of Hounslow
Cllr Ed Mayne	London Borough of Hounslow
Tony Bull	London Borough of Hounslow
Brian Pailin	Queensbridge (South) Residents Company
Murray Edwards	Mogden Residents Action Group (MRAG)
Mark Mathews	Thames Water – Town Planning
Ian Ruffell	Thames Water – Operations

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

Item	Description	Action
1.0	Review of previous minutes	
1.1	1.25 GM and EG are continuing to liaise over the joint clean-up of the Duke of Northumberland river with the London Borough of Hounslow (LBH). EG will report back to the next residents meeting after the event has taken place.	EG
1.2	1.45 GM has subsequently received further correspondence from James Clarke about OCUs 11 and 12.	Complete
1.3	1.50 ZEC confirmed that our grounds maintenance contractors have spent a month at Mogden sorting out all issues that have been raised.	Complete
1.4	3.2 EG has followed up the further concerns raised about the sewers around Memorial Square with our Network department, but reminded the audience that if they can call us on the Mogden line (0845 641 0030) when odour is being noticed, it can be followed up by Networks that day.	Note
1.5	4.1 EG has removed the non-zoomed graphs on the mosquito graphs as requested by TB.	Complete
1.6	4.2 ZEC confirmed that the EFKs (electronic fly killers) are now in situ on site.	Complete
1.7	4.3 TB and EG are still to liaise to see if a baseline can be added to the mosquito graphs.	TB/EG
1.8	5.2 EG has contact EM to apologise for the delay with sending him the storm tank data he has requested.	EG
1.	There were no other comments and so the previous minutes were accepted as a true record of the meeting.	
2.0	Operations and Communications	
2.1	<p>EG ran through the operations update, including:</p> <ul style="list-style-type: none"> The new extension battery E has been fully 'run in'. The Odournet olfactometry report. The next Mogden Update newsletter will include the mosquito awareness campaign. <p>EG went through the operational correspondence graph showing the complaints received:</p> <ul style="list-style-type: none"> There were no complaints to Thames Water in October, but there were 13 odour complaints made to LBH in response to a leaflet reminding residents how to complain to LBH. In November, Thames had one noise complaint and LBH had one odour complaint. In December, Thames had one odour complaints and two about grounds maintenance. LBH had an additional two odour complaints. In January, Thames received two odour complaints and one about flooding. LBH received an additional 14 odour complaints in response to a follow up leaflet about how to complain. <p>GM handed out his own analysis of the complaints that LBH have received, and asked if their graph could be added to the minutes. GM encouraged the audience to ring LBH if they experience odour from Mogden.</p> <p>EG then went through the notifications issued from October to January via the Mogden notification mailing list.</p>	EG
3.0	Odournet report	
3.1	EG presented the summary and recommendations from the Odournet report.	
3.2	GM mentioned that he carried out a site inspection recently accompanied by ADAS. One issue raised was the redox probe on the east side odour control unit (OCU) reading 250, should be around 750. ZEC said that the OCU was still operating within the normal operating limits.	

Item	Description	Action
3.3	RA asked PS to explain how anoxic zones work in aeration lanes (ASPs). GM said that he had queried why the manual hosing of the ASPs six months ago.	
3.4	EG to check the new storm tank daily sheet is being used by the Process Controllers.	EG
3.5	CE said that he found it surprising that the storm feed channels are open. EG to find out how the investigation into whether it is practical to cover them or not is going. RC added that they should be covered if they smell.	EG
3.6	RC mentioned that she is on the rower notification list and that Mogden had discharged to river several times over recent months. RC continued that the use of the open storm tanks was raised as a concern at planning. ZEC said that we are returning the wastewater in the storm tanks much faster than before the extension, which keeps the wastewater 'fresher'. However, the storm feed channels can become stagnant when the storm tanks are not in use. This is monitored and the channels flushed when required.	
3.7	RC asked if the quantities of wastewater could be added to the rower notification email. EG said no, as it is sent in advance of the discharge. GM said that the condition of the digesters seems to be managed much better than before. ZEC and PS detailed the new antifoam chemical that is being used on the digesters. CE asked if the digester seals are vulnerable to water infiltration during heavy rain? ZEC replied yes, but it wouldn't affect the integrity of the digester seal. PS added that we plan to add antifoam directly into the sludge feed to the digesters, but the pumps required arrived and were damaged, so the timetable for delivery has slipped to April 2014. GM asked about the new sensors being fitted inside the digesters. ZEC replied that it would take several months to finish fitting them all, as each digester needs to be drained first for the work to be carried out. RC asked if Mogden would be odour free after all this work is complete. RA replied that we can't guarantee that Mogden will ever be odour free.	ZEC/PS
4.0	Mosquito survey results	
4.1	EG ran through the mosquito update, including: <ul style="list-style-type: none"> Updated graphs showing mosquito activity year-to-date. 	
4.2	RC and SC raised concerns about the numbers of mosquitoes recorded so far this year. EG raised this with the entomological consultants who carry out the surveys, and their response was: "Please note that most of the adults spotted during the two surveys this year were singletons or just a very few and they got eliminated immediately by the surveyors. Most of these sites did not have larvae present, so we believe we killed them before they could lay eggs. It is rather likely that a good number of these were <i>Culex pipiens</i> biotype <i>pipiens</i> anyway, which will not bite people, but overwinter as adults. The mild weather might have caused them to move around in the indoor sites, but it is still much too cold for them to move outdoors. We had only one location with 'many' adults, i.e. 10 and above, during our last visit and these got treated. We do not believe that numbers are high enough to warrant concern. Please note that last year we had similar numbers, but then the weather turned very cold, which means that overwintering <i>Culex pipiens</i> biotype <i>pipiens</i> are less likely to move around. We believe that numbers of mosquitoes in summer are more related to the weather in summer than to numbers of overwintering mosquitoes." This was emailed to all meeting attendees.	
5.0	AOB	
5.1	CE asked if we could have no odour events during the rugby world cup!	

Item	Description	Action
5.2	KK said that the main sewer was blocked near his house. EG said that she would investigate what was going to be done to fix it. Post meeting note: Thames Water fixed the main before EG could investigate.	Note
5.3	RJ said that he has tree roots growing into his sewer. EG said she would find out whose responsibility it is to fix it. EG contacted TW customer services, and an investigation would need to be carried out, but this would only be done if RJ has been having blockages.	Note

Dates of future meetings	Wednesday 4 June 2014 Wednesday 8 October 2014 Wednesday 4 February 2015	Time	6pm
Location	Conference Room, Mogden STW		



London Borough of Hounslow

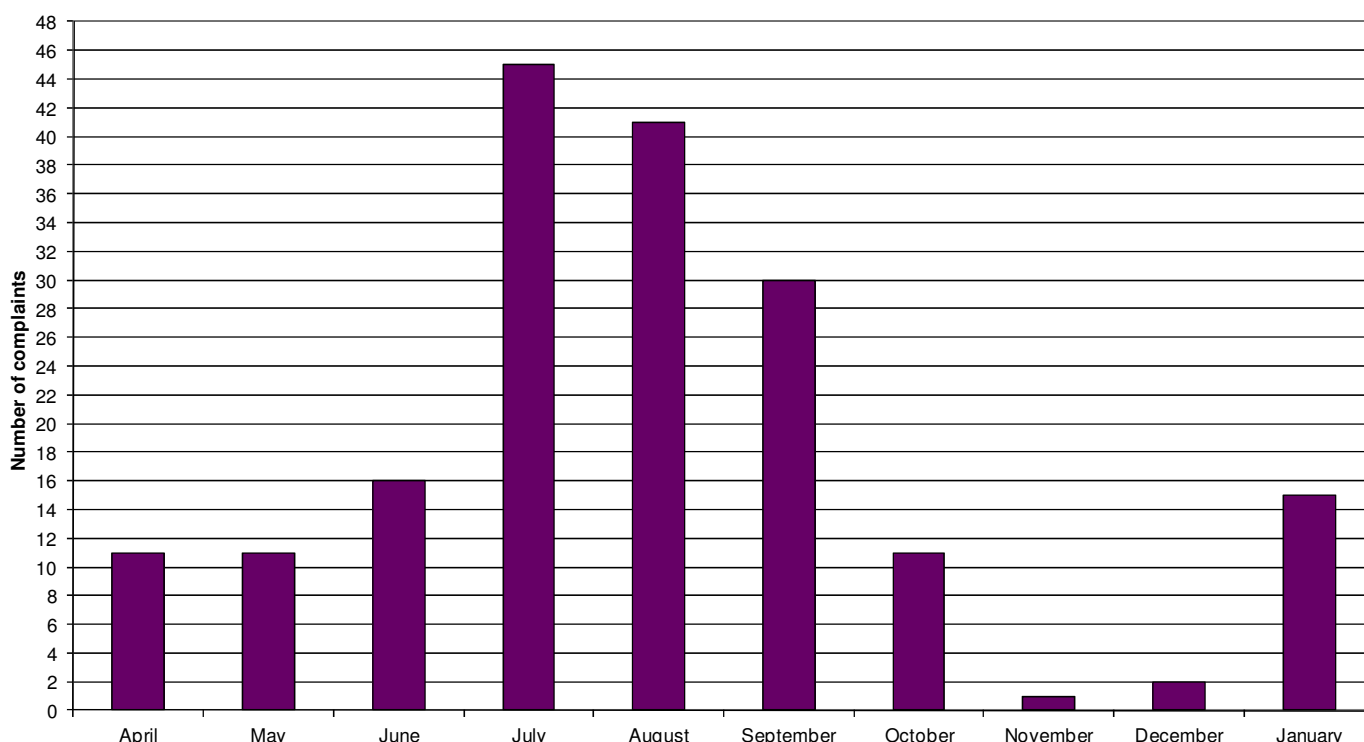
REVIEW OF COMPLAINTS DUE TO ODOUR FROM MOGDEN 1st APRIL 2013 31st JANUARY 2014

The Council recommenced its seasonal service to deal with odour from Mogden 24/7 from 1st April 2013. Due to the increase in complaints received over the summer and ongoing issues at the Works it was agreed that the service would continue all year round.

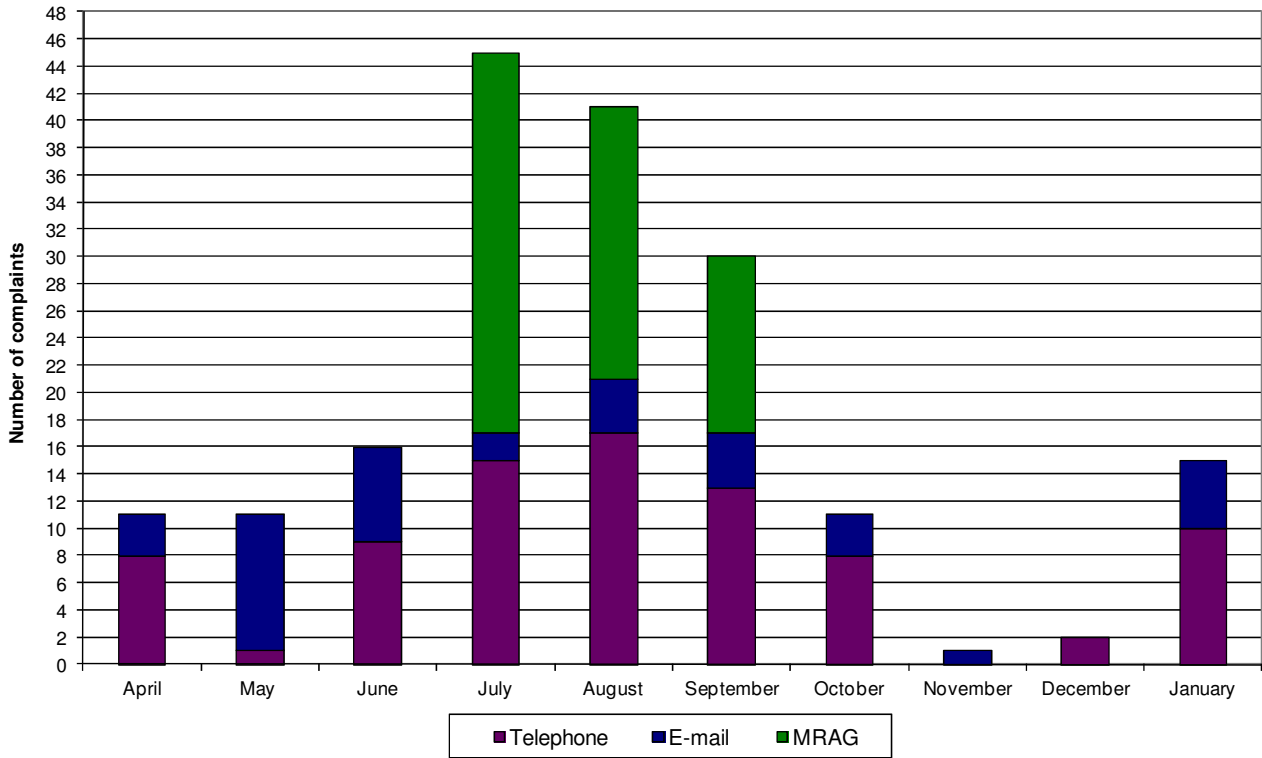
Residents who are experiencing odour you can call 020 8583 2000 at any time. Residents will receive a response from the duty Officer within one hour of making a complaint. If the smell is ongoing, the duty Officer will visit to make an assessment of the odour and contact Thames Water after doing so if they are of the view that the odour is affecting resident's enjoyment of their property.

The number of complaints received from 1st April 2013 to 31st January 2014 inclusive are detailed in the graphs below.

Mogden Odour Complaint Totals, April 2013 - January 2014



Mogden Odour Complaints Breakdown April 2013 - January 2014



Mogden Odour Complaints Breakdown April 2013 - January 2014

