

Residents' Liaison Meeting



Minutes of Meeting

23 February 2016, Conference Room, Mogden STW at 6pm

| Attendees | |
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| Organisation | Name |
| Thames Water | Richard Aylard (Chairman) |
| | Nigel Watts |
| | Tony Stanbridge |
| | Richard Dennett |
| | Rebecca Crawford |
| | Lydia Blake |
| | |
| Eight20 | Stefanie Hedgman |
| | Aghogho Asagba |
| | |
| Public Representatives | Cllr Bob Whatley |
| | Cllr Ed Mayne |
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| London Borough of Hounslow | Gerry McCarthy |
| | Tony Bull |
| | |
| Richmond Council | - |
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| MRAG | Barry Edwards |
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| Residents | Keith Knight |
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| No. | Content | Action | Due date of Action |
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| 1.0 | <p>At the request of the chairman (R. Aylard) all attendees introduced themselves.</p> <p>The chairman outlined the agenda for the evening's meeting.</p> | | |
| 2.0 | <p>Review of previous minutes</p> | | |
| 2.1 | <p>R. Aylard (TW) went through the actions from the previous meeting on 26 November 2015.</p> <p>Action 1 Update on issues with OCU 12. Deliverable 1 OCU 12 has had the carbon filter replaced. It is currently performing well.</p> <p>Action 2 Provide a comparison on national STW odour levels. Deliverable 2 Odournet have prepared a statement regarding typical odour levels achieved by well operating OCUs, this demonstrate that the target limits we are working to are appropriate.</p> <p>Action 3 Update on sludge stock levels. Deliverable 3 Sludge stock levels are continuously trending down.</p> <p>Action 4 Provide further information regarding the CHP and post-combustion abatement options. Deliverable 4 Industrial-scale post-combustion (i.e., exhaust flue gas) abatement techniques would be impossible to physically accommodate within the stack owing to the size of the necessary plant and equipment. A hardcopy of <u><i>Mogden STW CHP Upgrade Briefing on Environmental Permitting Aspects in relation to Proposed Replacement CHP Units</i></u> was provided.</p> <p>Action 5 Provide further information as to how the location of the proposed stack was chosen. Deliverable 5 A detailed review and feasibility study has been undertaken to appraise the optimum location for the proposed stack. A hardcopy of <u><i>Mogden STW CHP Upgrade Briefing on Engine & Exhaust Option Appraisal</i></u> was provided.</p> | | |

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| <p>Action 6 Provide further visual impacts of proposed stack (winter and height variations). Deliverable 6 Additional photographs have formed a further Addendum to the Landscape and Visual Impact Assessment that addresses the effect of the proposed multi-flue stack during winter. A hardcopy of <u><i>Mogden STW CHP Upgrade Further Addendum to Landscape and Visual Impact Assessment</i></u> was provided.</p> <p>Action 7 Mr Walsh (Beaumont Place resident) to provide photos from his top floor in the direction of the power house. Deliverable 7 Completed</p> <p>Action 8 Provide a noise assessment of the proposed plant, including a before and after assessment of noise levels. Deliverable 8 The assessments have shown that the noise from the proposed plant (including the CHP engines and the stack) will not exceed the current background noise level at the nearest dwelling. Therefore they will not be noticeable to local residents. A hardcopy of <u><i>Mogden STW Noise Upgrade</i></u> was provided.</p> <p>Action 9 Provide further information on air quality, in particular a comparison of the existing and proposed plant. Deliverable 9 The comparative modelling exercise demonstrates a substantial betterment (by approximately 70%) in annual mean nitrogen dioxide concentrations to be achieved by the CHP Plant upgrade and stack. This is a significant improvement over the existing situation. A hardcopy of <u><i>Mogden STW CHP Upgrade Mogden Residents Meeting Air Quality Response Air Quality – Before and After CHP Upgrade</i></u> was provided.</p> <p>Action 10 Include link of Mogden Odour Graphs in Minutes. Deliverable 10 Completed.</p> <p>Action 11 Arrange internal meeting with TW Innovation team, in order to discuss the possibility of conducting an odour survey on a smaller site than Mogden. Deliverable 11 N. Watts, N. Mills (TW) & B. Edwards (MRAG) had A meeting on 26 January 2016 regarding odour surveys and</p> | | |
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| | odour management. This dialogue is ongoing. | | |
| 3.0 | Operations & communications | | |
| 3.1 | <p><u>Odour Management Plan (including Odournet survey update):</u> R. Dennett (TW) gave an update on Mogden STW's Odour Management Plan. He confirmed that the OMP requires further review by Hounslow Council.</p> <p>R. Dennett (TW) stated that the annual Odournet sampling (part of the OMP) is to be conducted between May and June 2016 over a five day period; this sampling will highlight any issues that need addressing.</p> <p>Furthermore, the Odour Risk Assessment chapter of the OMP is being reviewed to include the new plant. G. McCarthy (LBH) noted that the Odour Risk Assessment will not be addressed before the next OMP review.</p> <p>R. Dennett (TW) informed the meeting that the Odour Control Units will be undergoing a Risk Assessment in March to review service levels, critical spares and site contingencies.</p> | | |
| 4.0 | Update on current major investment work | | |
| 4.1 | <p>Overview: R. Dennett (TW) gave an overview of the current major investment at Mogden STW.</p> | | |
| 4.2 | <p>A & B Battery Blower House: R. Dennett (TW) explained that the A & B Battery Blower House Project will be completed by December 2017. The investment includes four new blowers and a new air main to ensure robust performance of the process for A & B Battery, as currently it houses 40% of the works on the east side of the site. R. Aylard (TW) asked if there would be any impacts on the local community during the construction period. R. Dennett (TW) confirmed that there would be no odour impacts, however, he would need to assess if there would be additional noise impacts.</p> | R. Dennett (TW) to assess any noise impacts on the local community during the construction period of the Blower House. | Next Residents' Meeting |
| 4.3 | <p>CHP replacement: R. Dennett (TW) provided an update on the CHP project, he stated that the engines should be running by December 2016, and</p> | | |

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| | <p>the final delivery date is December 2017 when the CHP replacement will be working at optimum performance.</p> | | |
| 4.4 | <p>Scheduled works:</p> <p>R. Dennett (TW) provided an update on the current status of the OCUs and the ongoing optimisation work of the sludge stream. He informed the meeting that we have employed a dedicated sludge expert who is based on site. Further to this new addition the Mogden management team have welcomed another three managers in January 2016. A new process specialist has also joined the Mogden team, this person will advise on the technical aspects of the inlet works.</p> <p>R. Dennett (TW) explained that the Inlet Screens and Screens Handling Programme is near completion, the work on the 16 screens and 10 screen handlings has received £1 million investment and should be completed by 31 March 2016.</p> <p>R. Dennett (TW) informed the meeting that the PST Refurb Programme has started, it has received over £1 million investment and the first section of work is expected to be completed by October 2016, whilst Tanks 13 – 25 will be completed by March 2017.</p> <p>R. Dennett (TW) announced that the Thames Water Apprentice recruitment campaign is underway and welcomed any participants from the local community. This year one of our apprentices had completed his 4 year apprenticeship training, and has continued to be in full time employment with Thames Water.</p> | | |
| 4.5 | <p>Update on multi-flue stack:</p> <p>S. Hedgman (Eight2O) gave an update on the multi-flue stack, she informed the meeting that planning was approved by the Planning Committee on 14 January 2016; this is subject to conditions and the S106 agreement. The section 106 agreement is currently being drafted and is expected to be signed by 14 March 2016. The planning conditions include:</p> <ul style="list-style-type: none"> • Commencements of works within 3 years • Landscape and planting strategy • External material of the multi-flue stack • Working hours | | |

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| | <ul style="list-style-type: none"> • Noise Monitoring • Air quality <p>S. Hedgman (Eight20) offered variations of potential finishes for the multi-flue stack, and welcomed local residents and stakeholders to voice their preferences. However, it must be noted that the Local Planning Authority will have the final say over the appearance of the multi-flue stack.</p> <p>S. Hedgman (Eight20) gave an overview of the importance of the multi-flue stack stating that the height of the proposed chimney stack is required to meet the requirements of the Environment Agency to significantly reduce emissions and improve local air quality. Furthermore, the proposed stack in combination with the new CHP engines will be more efficient in producing renewable energy; they will also be quieter and improve air quality.</p> <p>Cllr Whatley commented that the visual impact will be offset by the significant improvements to air quality. Cllr Mayne felt that although this development will improve air quality, it is still necessary to listen to the local residents.</p> <p>S. Hedgman (Eight20) outlined the timings and schedule of the CHP upgrade works and the erection of the multi-flue stack. The CHP upgrade works will commence in April 2016, the erection of the multi-flue stack is scheduled for early June 2016 and completion of the wider CHP upgrade works is expected for May 2017.</p> | | |
| 6.0 | Stakeholder communication & engagement | | |
| 6.1 | <p>Odour complaints:</p> <p>R. Crawford (TW) announced that since the last Residents' meeting held on 26 November 2015, Mogden had received four odour complaints; two in December 2015, two in January 2016 and zero in February 2016. Whilst London Borough of Hounslow had received eleven odour complaints regarding Mogden STW in December, and three in January 2016, they received zero odour complaints in February 2016.</p> <p>G. McCarthy (LBH) agreed with these numbers, and commented that some of the odour complaints that LBH received in December 2015 could not be attributed to the sewage treatment works, and was most</p> | | |

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| | likely a network issue. Cllr Mayne stated that a STW or a network issue is still a Thames Water issue, and asked how this could be determined in future. R. Aylard (TW) explained that earlier reporting of an issue makes it much easier to identify root cause analysis. | | |
| | <p>Notifications:</p> <p>R. Crawford (TW) provided an overview of the notification process, explaining that Thames Water had issued nine notifications since December 2015, a majority of these notifications were sent out due to expected odour impacts as a result of planned maintenance work on assets across the site.</p> | | |
| 7.0 | Mosquito Survey | | |
| 7.1 | <p>EHO mosquito audit results:</p> <p>R. Crawford (TW) announced that on 16 February 2016 an EHO mosquito audit was conducted at Mogden STW by T. Bull (LBH). The audit concluded that:</p> <ul style="list-style-type: none"> • A clean-up of the basement of aeration gallery C was required. R. Dennett (TW) informed the meeting that this had already taken place. • Basic maintenance work required in the main pumping station • It was noted that work was underway to refit some of the covered PSTs with the objective of improving flow and reducing crust formation (which otherwise allows fungus gnat development). Use of high pressure pump and hose continues in the meantime. • Finally, there was slight underground mosquito activity in one area to the southwest of the site. | | |
| 7.2 | <p>Mosquito Results & Data:</p> <p>R. Crawford (TW) provided an overview of the mosquito surveys undertaken on behalf of Thames Water. Adding that during the summer months surveys took place every week, whilst in the winter months the surveys took place once every second week.</p> <p>T.Bull (LBH) enquired about the annual Mosquito information leaflet that Thames Water distribute to local residents. R. Crawford (TW) responded that this leaflet is due to be sent out by the end of April 2016,</p> | | |

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| | and advised that both T. Bull (LBH) & G. McCarthy (LBH) would be consulted over the content and technical information. | | |
| 7.2 | <p>Mosquito Complaints: R. Crawford (TW) announced that there was 1 mosquito complaint this year, in February 2016. After investigation it has not been confirmed to be from Mogden. T. Bull (LBH) was unable to confirm this fact, and advised R. Crawford (TW) that it is vital to inform him of any mosquito complaints as soon as possible, he added that for Mogden to keep on top of mosquito management early identification is crucial. During his audit he can confirm that breeding sites in Mogden are down, and reported that he has received zero complaints about mosquitos this year.</p> | | |
| 8.0 | <p>Cycle exchange event: R. Crawford informed the meeting that on 22 January 2016 Thames Water hosted a 'cycle exchange' event at Mogden. The purpose of this event was to highlight the road safety and awareness from a cyclist and an HGV driver's perspective. The event was aimed at fostering better understanding between different road users by gaining an appreciation of how things are from the other's perspective. Andy Thompson (a Thames Water apprentice), was the designated cyclist, whilst local MP Ruth Cadbury also attended the event and was able to view the typical blind spots that HGV's have, and the measures that Thames Water have put in place to ensure that our HGVs are as bike aware as possible.</p> | | |
| 9.0 | <p>CSR at Mogden STW</p> | | |
| 9.1 | <p>Mogden ecology: R. Aylard (TW) introduced L. Blake (TW) as Mogden's wildlife & ecologist expert who will be driving ecology initiatives in and around Mogden STW.</p> <p>L. Blake (TW) gave an overview of the current wildlife that can be found in Mogden, explaining that there was a colony of badgers that had been here for over eighty years. She explained that great care was taken during the expansion works to conserve the setts and feeding areas of this protected species. L. Blake (TW) gave an overview of the trees that can be found on</p> | | |

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| | <p>site and the wildlife that they provide homes for including bats.</p> <p>L. Blake (TW) gave insight into the various projects that Thames Water is involved in with local partners; namely the Isleworth Ait and working with the Environment Agency and the Zoological Society of London on eel conservation. She explained that in 2015, an eel pass and trap was installed at Mogden. This helps eels to navigate up the Duke of Northumberland's River to the Crane and the Colne and means migration can be monitored. Last summer 565 eels were caught, the second most successful pass on the river.</p> <p>L. Blake (TW) discussed the immediate ecology plan for Mogden, which includes; protecting and enhancing ecology on site, signage and interpretation at the Duke of Northumberland's River, a new pontoon and visits to Isleworth Ait, bat walks, tree walks and educational visits at Mogden STW.</p> <p>K. Knight (resident) asked if any bat studies had taken place, and enquired into how many bat species may be present at Mogden STW. S. Hedgman (Eight2O) explained that bat surveys would have taken place during the recent upgrades on site. L. Blake (TW) stated that she would find out when the last bat surveys were undertaken and how many bat species are present at Mogden STW.</p> <p>B. Edwards (MRAG) asked if there would be organised access to view the badgers on the bund, L. Blake (TW) explained that badgers are extremely shy animals and that access to the bund may be an option to explore in the future. L. Blake (TW) informed the meeting that hidden 'wildlife' cameras will be located around the badger's sett so that their behaviour can be viewed and enjoyed by staff and local residents.</p> <p>T. Bull (LBH) told the meeting that Hounslow Urban Farm (an educational and leisure facility) have plans to develop their nature reserve, and asked if L. Blake (TW) would be willing to make contact and discuss potential collaboration projects. L. Blake (TW) has agreed to this arrangement.</p> | <p>L. Blake (TW) to find out when the last bat surveys were undertaken at Mogden and how many species are present.</p> | <p>Next Residents' meeting</p> |
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| 10.0 | AOB | | |
| 10.1 | MRAG meeting with Thames Water: B. Edwards (MRAG) informed the meeting of his recent discussions with N. Watts & N. Mills (TW) regarding odour management. He informed the meeting that this was a much appreciated development and that further talks are on-going. | | |
| 10.2 | MTWG: B.Edwards' (MRAG) informed the meeting that he had selected a new candidate for chairperson for the Mogden Technical Working Group (MTWG). He will discuss this candidate further with the rest of MRAG before he puts the candidate forward for Thames Water review. | | |
| 10.3 | Preferred Days It was agreed that Wednesdays and Thursday are the most suitable days to hold the Residents' Liaison Meetings. Local Councillors prefer Wednesdays whilst Thursdays are preferred by MPs. | | |
| 10.4 | Next Meeting: The next Resident Meeting will be held in May 2016, the exact details are TBC. | | |