

# Mogden Residents' Liaison Meeting



**Date/Time:** 17 January 07, 18:30  
**Venue:** Conference Room, Mogden STW  
**Chair:** Richard Aylard, Thames Water

## Attendees:

Name	Representing
Barry Edwards	RTS, SMERA, LWC
James Clarke	Thames Water, Project Engineer
Keith Knight	St. John's
Tony Bull	London Borough of Hounslow
Claire Montgomery	Cole Park
Andy Marshall	Bankside Close
Michael Mehta	London Borough of Hounslow
Phil Hayman	WERFA
Rachel Addis	Worton Road
Shaun Case	London Borough of Richmond Upon Thames
Simon Anderson	Ivytag
Brian Pailin	Queensbridge South
Petra Pailin	Queensbridge South
Simon Eaton-Walker	Weaver's Close
Cllr Matt Harmer	London Borough of Hounslow
Cllr Paul Fisher	Isleworth Community Group
Richard Aylard	Thames Water, External Affairs and Environment Director
Alan O'Neile	Thames Water, Community Liaison Executive
Keith Gardner	Thames Water, Catchment Manager
Maria Ioannou	Thames Water, Communications Consultant
Nick Fawcett	Thames Water, Project Manager
Andy de Bell	Thames Water, West London Operations Manager

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No	Item	Actions
1.	<p><b>Site visit (14:30):</b> James Clarke led the tour around the improvement works on the east side of Mogden sewage treatment works.</p>	
2.	<p><b>Apologies received from:</b> Cllr Barbara Reid, Sharon Daye, Trevor Whittall, Hanifa Dobson and Steve Taylor</p>	
	<p>Simon Eaton-Walker explained that since Thames Water ceased all communications with MRAG, when residents' legal action began over 12 months ago, MRAG had continually appealed to have that decision reversed and said that he is not happy with the current situation between MRAG and Thames Water, following Jeremy Pelczer's decision last August to open up communications with MRAG. Simon Eaton-Walker said that MRAG have put in a lot of effort to improve the communications and feels that the recent lack of communication from Thames Water is an insult. Since Richard Aylard cancelled a meeting with Simon Eaton-Walker in November, Simon Eaton-Walker had written twice and called 3 times to try to move the situation forward but has not had the courtesy of a response. Simon Eaton-Walker asked what pride Thames Water employees have in their work to allow this and reminded Thames Water that any inaction on their part such as this was causing residents to suffer which was not acceptable. Richard Aylard accepts that things are not perfect with communications but does not accept that Thames Water employees do not have any pride in their work. Simon Eaton-Walker said that he was unhappy with Richard Aylard cancelling their meeting and the lack of response since.</p> <p>Rachel Addis said that MRAG are key to these liaison meetings as MRAG committee members have the knowledge and the history behind Mogden. Richard Aylard said that MRAG are no longer treated as outsiders. Rachel Addis would like to see an improvement on communications between MRAG and Thames Water.</p> <p>Richard Aylard said that he feels that communications with MRAG have improved. Simon Eaton-Walker and Richard Aylard have agreed to set up a meeting.</p> <p>Simon Eaton-Walker made his apologies for not being able to stay for the whole duration of the meeting and left before the meeting commenced</p>	R Aylard SE-W
3.	<p><b>Review of minutes from last meeting</b> Barry Edwards has an outstanding action under item 5 and will complete this before the next meeting.</p> <p>It was agreed that the minutes from the last meeting were a true</p>	BE



No	Item	Actions
	record of that meeting.	
4.	<p><b>Odour</b></p> <ul style="list-style-type: none"> <li> <p><b>Odour Improvement Project</b>            Nick Fawcett presented the scope, implementation and programme of the odour improvement project. James Clarke presented photos showing the physical progress of the improvement works.</p> <p>Andy Marshall questioned if there was an extraction unit over the covered storm tanks. James Clarke replied that the covered storm tanks are to be odour controlled and the odour will be extracted from the storm tanks and treated at the East side Odour Control Unit. The Odour Control Unit draws the odorous air from the covered process units. Nick Fawcett added that all the ductwork is now in place and as soon as a process is covered it can be connected to the odour control process.</p> </li> <li> <p><b>Odour</b>            Andy de Bell presented an updated on odour notifications and number of complaints received.</p> <p>Rachel Addis questioned whether the graph illustrating the number of complaints only included the complaints that come directly to Mogden or if it also included the complaints that come via MRAG. Andy de Bell confirmed that the graph did include all complaints received.</p> <p>Barry Edwards commended the report so far on the odour improvement project but said that a majority of the storm tanks would not be covered. Barry Edwards also questioned if there were any quantifiable measures of the improvement project, for example the number of breakdowns, and the targets that can be associated with these measures. Barry Edwards commented on the peak of complaints experienced during summer and indicated that he believes that the open areas of water can make a smell because of evaporation, which is worse during the summer. This is an area that Barry Edwards has offered to research into for Thames Water. Andy de Bell said that analysis of odour sources have identified the point sources of odour. Andy de Bell said that Thames Water is concentrating on those parts of the works that can smell the most, in particular primary treatment, which was identified as having the smelliest characteristic. Odour associated with breakdowns can be more noticeable. Part of the odour improvement project involves replacing plant with a history of breakdowns that have caused smell. By replacement Thames Water plans to eliminate this unreliability.</p> <p>Barry Edwards commented that the odour improvement project is looking at one type of source and questioned what other sources of odour there were and what Thames Water can do specifically and how this is represented in percentage terms of the overall problem.</p> </li> </ul>	



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	<p>Andy de Bell said that there are a number of things to consider, such as the number of odour sources, what the total odour is and what are the most unpleasant smells. This project looks at all sources of smell and seeks to address the greatest source. Quantifying this in a meaningful fashion is difficult. There will be a significant overall reduction in odour on the site.</p> <p>Cllr Paul Fisher said that Thames Water has stated that the odour improvement works was ahead of schedule but could not give a precise date. Nick Fawcett said that Thames Water is on schedule in total and that in parts of the programme Thames Water is ahead of schedule, for example the covering of the storm tanks is ahead. Thames Water should be able to beat the Notice date of end of August 2008 for completion.</p> <p>Rachel Addis questioned what Thames Water is referring to when benefits are mentioned and if Thames Water could clarify what its definition of benefit is. Nick Fawcett and Andy de Bell confirmed that the benefits largely mean that the new plant is doing its odour reducing purpose.</p> <p>Rachel Addis said that the presentation given was a good but she would like to have seen a technical explanation included as footnotes. Richard Aylard said that such footnotes can be included on the website.</p> <p>Claire Montgomery said that the site tour was beneficial to understanding the site improvement works. Simon Anderson said that he had not been invited to attend the site tour. Andy Marshall said that he had missed it in the footnote of his invite. Richard Aylard suggested that if there were enough interest, another site tour could be arranged. Andy de Bell said that today's site tour took place during the day due to the shorter winter days and that when the daylight hours are longer, a tour could be arranged later on in the afternoon.</p> <p>Rachel Addis would like to have a colour copy of the presentation. Richard Aylard said that the presentation in colour will be available on the website, including the additional footnotes plus a slide with the exact delivery dates of the project.</p> <p>Phil Hayman said it would be nice to know when each part of the project is completed / expected to be completed, like a checklist.</p> <p>Rachel Addis objected to the lack of measurements set for the odour improvement project, for example a decrease in customer complaints. Andy de Bell said that there are measurements in place for aspects of odour control at Mogden. They are generally related to the performance of the odour control plant. Rachel Addis questioned how Thames Water intended to measure consumer satisfaction, for example will Thames Water aim to decrease the number of complaints? Andy de Bell said that there were difficulties</p>	<p>MI</p> <p>MI</p>



No	Item	Actions
	<p>in using complaints as a direct method due to a number of affecting factors. Rachel Addis said that customer complaints are a valid measurement and that Thames Water should be able to categorise the complaints and does not accept that there are no targets. Richard Aylard said that the complaints received are monitored closely and externally audited. Thames Water will be monitoring its complaints carefully. Thames Water aims to continue to operate Mogden as efficiently as possible.</p> <p>Rachel Addis asked for Thames Water to give the residents targets. Richard Aylard replied that Thames Water will not provide targets but would like residents to inform Thames Water what they are experiencing. Andy de Bell added that Thames Water understands the definition of targets and acknowledges that this is an area of Ms Addis' concern. Thames Water recognises this but this will not be resolved at this meeting.</p> <p>Andy de Bell said that in a number of presentations we have diagrammatically shown a measure of odour improvement around the site as a result of a number of other odour improvement projects. On completion of this project Thames Water will review if we have achieved enough.</p> <p>Barry Edwards wanted to reinforce Rachel Addis' point that Thames Water has to set targets. Richard Aylard said that Thames Water is under promising and intends to over deliver. Barry Edwards said that residents would be given more confidence if targets were set. Rachel Addis said that transparency and honesty would create a far better environment. Residents are currently in a distrustful position.</p>	
5.	<p><b>Working for a cleaner Thames</b></p> <p>Andy de Bell presented an update on the site improvement works.</p> <p>Andy Marshall questioned if the discharge to the River Thames took place when all the storm tanks were full. Andy de Bell replied yes. Thames Water is looking at reducing the effect of discharging to the River Thames and looking at the capacity of the site and extending the works on the West side. The requirement to do this has been around for almost two years. Thames Water aims to submit a planning application in Spring 2007 and will be gathering opinion and feedback on this piece of work. The site improvement works will be odour controlled to the same level as the work currently being installed. The increase in capacity will mean Thames Water will use the storm tanks less. The number of incidents where Thames Water uses storm tanks will decrease and when storm tank use is required, Thames Water is more likely to use the storm tanks that are covered. This improvement work is not only a benefit to the environment but to the odour around the site.</p> <p>Andy Marshall asked on average how often do the storm tanks reach maximum capacity and discharge to the River Thames? Andy</p>	



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	<p>de Bell said that in the last couple of years there have not been many discharges but in one year there can be tens of discharges to the River Thames. Richard Aylard added that in 2001, the wettest winter since 1974, there were many discharges. Andy Marshall asked if the storm tanks were currently in use due to the recent wet spell. Andy de Bell replied that the storm tanks are in use at the moment.</p> <p>Barry Edwards said that his main concern is regarding capacity. How much more capacity is required to meet increase in demand, or are Thames Water increasing capacity of the site to reduce tank usage at peak rainfall? Andy de Bell said that it is not feasible to eliminate the use of storm tanks. The purpose of the storm tanks is to receive sewage during a storm. Thames Water is increasing maximum flow therefore diverting water less often, which means there will be fewer occasions where sewage is diverted to the tanks. Thames Water is also accommodating natural growth in the area.</p> <p>Barry Edwards said that he has spoken to the Environment Agency and they believe that this is a time bomb and that the discharge from the storm tanks is affecting the River Thames. Andy de Bell said that Thames Water informs the Environment Agency when it plans to discharge to the River Thames and both parties are in regular contact. Barry Edwards said that the Environment Agency believe that the River Thames is at risk when using the storm tanks as sewage storage. Andy de Bell said that Thames Water is complying with the Environment Agency and understands their concerns but the Environment Agency authorises Thames Water's level of treatment and discharge and Thames Water works with the Environment Agency's input. The Environment Agency monitors Mogden's discharge online and Thames Water has the ability to increase the oxygen content in the storm discharge at the Environment Agency's request. Richard Aylard added that Thames Water only uses the storm tanks for the interim storage of storm water. Thames Water has 349 sewage treatment works, of which nearly all have storm tanks. Barry Edwards made reference to the 2004 River Thames pollution incident. Andy de Bell said that the site has the capacity to do what it is supposed to do. Thames Water is looking at improving that situation. Richard Aylard suggested that this subject could be discussed further after the meeting.</p> <p>Rachel Addis questioned if Thames Water would be taking in more sewage over the next 5-10 years. Andy de Bell said Thames Water has recognised that there is growth and is taking this into account. It would be unwise on Thames Water's behalf not to accommodate this forecasted demand. Rachel Addis asked if there were any figures. Andy de Bell said that Thames Water translates sewage load into population equivalent. Population equivalent is forecasted to rise approximately from 1.9million to 2.1million, roughly a ten per cent increase over the next ten years. Thames Water is increasing peak flow capacity from 690Ml/day to 1074Ml/day, roughly a 50%</p>	



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	<p>increase. Andy de Bell stated that the primary reason is improvement in river quality. Rachel Addis said that it makes sense that Thames Water is increasing its capacity considerably more than the increase in demand.</p> <p>Richard Aylard said that the exact figures would be included in the minutes.</p> <p>Andy Marshall asked what happens with the Heathrow runway runoff. Andy de Bell said that Thames Water does not deal with the runoff, only wastewater from Heathrow terminals. Michael Mehta added that the runoff from Heathrow runways goes to balancing ponds by the Heathrow site.</p> <p>Cllr Paul Fisher asked how many storm tanks would be out of use during the odour improvement project at any time. Andy de Bell said that Thames Water would only be working on one tank at a time.</p>	MI
	<p><b>Mosquitoes</b></p> <p>Andy de Bell presented an update on the mosquito studies at Mogden and the new mosquito project.</p> <p>Cllr Paul Fisher asked if Thames Water is still working with Greenhunter. Andy de Bell confirmed that Canon Hygiene had purchased Greenhunter and that they are still working together.</p> <p>Cllr Paul Fisher questioned if Thames Water would still contribute to the gully cleaning activity in 2007. Andy de Bell said that due to the current situation with the new ownership of Thames Water there are new financial sign-off powers involved, however we will recommend in favour. Phil Hayman asked if this could be updated at the next meeting. Andy de Bell said that Thames Water will know by the next residents' meeting and will provide an update. Andy de Bell added that Thames Water would also be contributing to the mosquito awareness campaign.</p> <p>Barry Edwards asked if Thames Water monitored the standing water at Mogden. Andy de Bell said that the Mogden site team clean and control points where standing water could occur. Thames Water has decreased the number of standing water locations but Thames Water does not have a number to report. The project will help to reduce the occurrences of standing water and the intention is greater control and disruption of breeding sites around Mogden. Barry Edwards said that it would be useful for Thames Water to measure the overall reduction in standing water and see if there were reductions in mosquitoes and felt that some statistics would be useful.</p> <p>Claire Montgomery said that she does not agree that ticking boxes is the way ahead and it does not give her any confidence.</p>	



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	<p>Andy de Bell said that Thames Water does look at the work carried out on a day-to-day basis.</p>	
	<p><b>Communications</b></p> <p>Richard Aylard said that Thames Water are now posting anonymous complaints plus responses on its website for the public to view.</p> <p>Cllr Paul Fisher raised the use of standard responses to odour complaints. Richard Aylard said that Thames Water will try to avoid the use of standard responses and Thames Water would be responding with more detail.</p> <p>Rachel Addis asked if Thames Water will also be dealing with MRAG complaints on the website. Maria Ioannou said Thames Water is doing so.</p> <p>Andy de Bell agreed that standard responses can get a bit repetitive but it is not because Thames Water has not looked into the complaint but because the complaints have been investigated and no specific issues have been identified, which is reported to the complainants. Andy de Bell asked for complainants to take on board that responses can be similar.</p> <p>Rachel Addis said that this is a good way to categorise complaints, those that are standard and those that are due to something else. Richard Aylard said that Thames Water does monitor its complaints and Maria Ioannou will look into this for the next meeting.</p> <p>Michael Mehta noted that there are odour monitors up on the website for everyone to view. Andy de Bell said that it should also be noted that the odour monitor readings only record odour at a single point on the boundary, so they do not tell the whole picture.</p> <p>Barry Edwards disputes the definition of normal. Barry Edwards said that pre-warning, quicker responses, reference numbers, training, and direct answers are all measures of good communications.</p> <p>Rachel Addis said that posting questions and answers onto Thames Water's website has improved transparency and welcome feedback.</p> <p>Cllr Paul Fisher said there was confusion over the invitations to the residents' meeting. Andy de Bell said that there are a large number of invitees and Thames Water wanted to ensure even representation. Richard Aylard said that Thames Water had requested whom MRAG felt should have been invited and to let Thames Water know of any changes to organisations/residents associations so the list can be updated. Richard Aylard said that</p>	<p>MI</p> <p>MI</p>





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	<p>Thames Water would do housekeeping on the invite list.</p> <p>Simon Anderson said that he had not received an invite to the site tour. Maria Ioannou said that all invitees had been invited to attend the site tour.</p> <p>Alan O'Neile introduced himself as Bilquis Mahmood's replacement and that he will be working closely with residents' groups, councillors and MPs. Alan O'Neile offered to attend any Council committee meetings and would pick up on various Thames Water issues.</p>	
	<p><b>Additional residents' issues</b></p> <ul style="list-style-type: none"> <li>• <b>Noise</b></li> </ul> <p>Andy de Bell presented the issue of noise from Mogden and said that as Thames Water comes to conclusions, it will notify residents.</p> <p>Andy Marshall said that the noise is noticeable on Bankside Close. Andy Marshall wanting confirmation that there were three fans on the East side of the site and one of the West side. James Clarke confirmed that there are three fans on the East with 2 fans currently running. The noise is noticeable and this additional noise is not welcome. Andy de Bell said that Thames Water is assessing the noise that is being produced and that Thames Water may need to carry out some more work. Richard Aylard added that Thames Water is not satisfied with the noise issue.</p> <p>Keith Knight said that the noise is loud enough to be heard in St. John's. The noise can be intrusive depending on the wind direction.</p> <p>Rachel Addis said that the noise is intrusive and it seems to get worse at night, perhaps due to the decrease in other surrounding noise levels. Rachel Addis said that it is a constant noise and it does feel like a jumbo jet.</p>	
	<p><b>AOB</b></p> <p>Rachel Addis raised the issue of litter. Rachel Addis accepts that it is not Thames Water's fault but expects Thames Water as a responsible company to follow all litter complaints as soon as possible. Keith Gardner said that Thames Water would be happy to email complainants when the litter has been cleared up to ensure that the complaint has been addressed. Rachel Addis asked if the trolley on the path had been cleared up. Simon Anderson and Phil Hayman confirmed that it had been.</p> <p>Barry Edwards asked if Michael Mehta could give a short presentation on London Borough of Hounslow's expectations of Thames Water and what Thames Water are doing in relation to the Odour Abatement Notice. Andy de Bell said that Thames Water would work on a presentation with Michael Mehta before the next</p>	<p>AdB, MM</p>



No	Item	Actions
	<p>residents' meeting.</p> <p>Richard Aylard asked if targets and measurements could be included on the agenda for the next residents' meeting. Michael Mehta said that parameters would be discussed at the next meeting.</p> <p><b>Date of next meeting</b> Likely next meeting is the second/third Wednesday in May (suggested site tour at 18:00).</p> <p>Meeting was closed at 20:40.</p>	