

Residents Liaison Meeting

Date/Time: 10 June 2010 5.30pm
Venue: Conference Room, Mogden STW
Chair: Richard Aylard, Thames Water



Attendance

| Name | | Representing |
|----------------------|-------|---|
| * Richard Aylard | RA | Thames Water (Chair) |
| * Cllr Corinna Smart | CS | London Borough of Hounslow |
| * Cllr Arnie Gibbons | AG | London Borough of Richmond Upon Thames |
| * Cllr Mindu Bains | MB | London Borough of Hounslow |
| * Cllr Ed Mayne | EM | London Borough of Hounslow |
| * Cllr Linda Davies | LD | London Borough of Hounslow |
| * Cllr Brad Fisher | BF | London Borough of Hounslow |
| * Cllr Pam Fisher | PF | 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 |
| * Murray Edwards | ME | MRAG |
| ^ Simon Eaton-Walker | S E-W | MRAG |
| * Clare Montgomery | CM | Cole Park Residents Association |
| * Hilary Murgatroyd | HM | Thames Water – Local & Reg Government Liaison |
| * Sian Thomas | ST | Thames Water – Area Operations Manager |
| * Mark Grimshaw | MG | Thames Water – Process Manager |
| * Adrian Jack | AJ | Thames Water – Project Manager |
| * Sonia Rana | SR | Thames Water – Communications |
| * Emily Goren | EG | Thames Water – Communications |

Apologies received from:

| | |
|-------------------|--|
| Mary Macleod MP | Parliament |
| Cllr Liz Jaegar | London Borough of Richmond Upon Thames |
| Keith Knight | Resident |
| Steve Taylor | MRAG |
| Rachel Addis | MRAG |
| Andrew Dakers | Resident |
| Gerry McCarthy | London Borough of Hounslow |
| Cathy Gallagher | London Borough of Hounslow |
| Mark Mathews | Thames Water |
| Kate Hughes | Thames Water |
| Zak Espi-Castillo | Thames Water |
| Andrew Georgiades | Thames Water |
| Alan McEvelly | Thames Water |
| Nick Fawcett | Thames Water |

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

| Item | Description | Action |
|------|--|--------|
| 1.0 | Review of previous minutes | |
| 1.1 | The previous minutes were accepted as a true record of the meeting. | |
| 2.0 | Operations and correspondence | |
| 2.1 | <p>MG ran through the operations update, including:</p> <ul style="list-style-type: none"> • The replacement of the diffusers in the six aeration lanes of Battery A • The new final settlement tanks • Staff changes at Mogden <p>He also spoke about the complaints that have been received to date this year and the notifications we have issued.</p> | |
| 2.2 | <p>PF asked what area around Mogden the complaints that we receive come from. RA responded saying that we take all of the complaints we receive very seriously. PF went on to ask how people get notifications about Mogden and RA replied by subscribing through the website or emailing Mogden@thameswater.co.uk. PF then went on to add that she had noticed odour before coming to this meeting around her house and at the site. MG said he would investigate this for her.</p> <p>Post meeting note: An email of the investigation was sent from the Mogden inbox.</p> <p>LD added that when you get hot weather then rain, the odour increases, MG explained that this could be due to more septic sewage coming into the works after a dry spell due to the size of our catchment. BF said that the odour was of dirty water rather than chemical.</p> <p>EM stated that there should be no reason why a sewage treatment works (STW) should smell. ST replied saying that if you are starting from scratch, as has been done recently with Reading STW, then there is a better chance of no odour escaping the site. However as Mogden has been running since 1936 and we have been adding to those original assets, it is more difficult, but we ensure that new plant is odour controlled. AG said that he had smelt the 'Whitley whiff' since the new STW had come online. ST replied that the odour AG smelt may have been due to the landfill site and amenity tip situated behind Reading STW rather than the STW itself.</p> <p>AG went on to say that he knows that odour can arise from the use of the uncovered storm tanks at Mogden but that there is less clarity on what other situations can cause odour on site. RA replied saying that there are three main sources of odour.</p> <ol style="list-style-type: none"> 1. The inlet works to the site, which are now covered. 2. Water staying too long in uncovered storm tanks and becoming septic. This will be resolved with the completion of the extension project in 2013. 3. Sludge digesters sometimes release gas, however, we proactively dose with anti-foam to prevent this. <p>RA went on to say that even with the best equipment and procedures, sometimes things happen on an operational site and we have our notifications process to deal with this and let residents know what is going on. MM added that the west side primary settlement tanks (PSTs) can be odorous but will be covered as part of the extension project. ST also added that all complaints are investigated. We have the odour management plan (OMP) in place and this is about to be revised with the London Borough of Hounslow, who also visit site once a week to ensure that we are complying with it. MM added that the reports produced from these joint visits are also found on the TW website (www.thameswater.co.uk/mogden). MM asked if they are up-to-date, EG replied that we are two behind.</p> <p>Post meeting note: Both reports are now available on our website.</p> <p>EM asked, if we could use a perfume spray to help? ST replied saying that this had been investigated in the past and it was found that it wasn't feasible for Mogden. RA added that at sites where we do use perfume sprays, we tend to get as many complaints about the perfume, as the odour from the works.</p> <p>AG asked, if the high level of complaints in 2009, compared to 2007/8 was due to climate conditions? ST replied, saying that it may have been due to engineering</p> | |

| Item | Description | Action |
|------------|--|--------|
| | <p>work on site, as well as the weather. RA added that after periods of rain the flows into Mogden stay high for a long time. With the system at capacity, we have to use the storm tanks to store the excess and this can lead to odour. CM stated that the storm tanks should have all been covered. RA replied saying that if the extension project wasn't going ahead he would agree, but by 2013, we should only need to use the storm tanks on rare occasions. BF added that under the section 106 agreed to by Thames Water (TW) as part of the approval for the planning application, if the storm tanks are used six times in a year and are odorous, TW will be 'penalised'. ME asked how TW would be penalised? BF went on to say the company, backed by the Council, would apply to Ofwat for funding to cover the storm tanks.</p> <p>ME stated that TW had 46 million pounds to spend on odour to allow 95% odour capture. What happened? RA disagreed, saying that the Ofwat regulatory output for the odour project was a 60% reduction in odour. This had been achieved. ME asked how much we actually spent on odour control? RA said that he didn't have the figures to hand but not all of the 46 million had been spent, and any surplus would have gone back to customers in lower bills. RA added that AJ's extension project also has stringent regulatory outputs to meet.</p> <p>PF asked why aren't all the storm tanks covered? RA responded saying that the two tanks that are most often used are covered and with the extension project, the uncovered storm tanks would only occasionally need to be used. RA stressed that we had looked at other options to control the odour from the uncovered tanks but no suitable solution was found. PF added that the odour and mosquito situation had improved over the last few years. RA said that TW appear to have made promises in the past that had not been kept and that we are now keen not to over-promise. TW has been under new ownership since 2006, and with that has come a different approach and a long-term outlook.</p> | |
| 3.0 | Mosquitoes | |
| 3.1 | <p>EG ran through the mosquito update, including:</p> <ul style="list-style-type: none"> • Mosquito surveys and control programme • Updated graphs showing mosquito activity and that the results for 2010 are low <p>EG added that the mosquito looked for in the surveys has two subspecies, <i>Culex pipiens pipiens</i> and <i>Culex pipiens molestus</i>. The former feeds on birds and the latter feeds on humans, however, they can't be distinguished apart by eye, only DNA testing. Therefore, any <i>Culex pipiens</i> seen is treated as <i>molestus</i> and destroyed.</p> | |
| 3.2 | <p>TB asked where we are with finding out any health and safety or operational reasons why certain chemicals can't be used. EG replied that she believes an insecticide has been identified but the equipment, licensing and in-house TW approval would have to be sorted out for use at Mogden. RA said that we would respond with an email about our findings.</p> <p>TB also asked about payment for gully flushing. ST said that we had discussed this with the LB Hounslow previously and agreed to the same arrangements as 2009.</p> <p>EM asked about the potential for disease from the mosquitoes found at Mogden. RA said that West Nile virus in particular was not found at Mogden, or regarded as a threat. TB followed this up saying that this disease is monitored carefully, even though in the UK, it is <i>Culex pipiens pipiens</i>, which is supposed to feed exclusively on birds, that carries the disease. The situation is different in the US and there is concern that climate change may cause the UK situation to alter. TB added that nuisance is the problem with mosquitoes at Mogden. EM then asked if climate change would bring malaria. TB replied that <i>Culex pipiens</i> doesn't carry the human form of malaria so it isn't an issue.</p> <p>RA said that many people think that sewage works provide food for mosquitoes but of course this isn't true and they can breed in any standing water, anywhere. ST added that we are working with our contractors to ensure that we engineer out any areas at Mogden that might collect water.</p> | EG |

| Item | Description | Action |
|------------|--|---------------------------|
| | <p>CM said that the mosquito awareness letter was not as good as the leaflet sent out last year. EG explained that we had rewritten the leaflet's messages in the letter to remind people how they could help us stop mosquitoes breeding in the local area. CM didn't feel that people would read the letter. RA suggested that we do a leaflet every other year and EG agreed.</p> <p>BF asked if we do school talks about mosquitoes? RA replied that we didn't, but SR and EG offered to do this in the future. ST added that we would like to have school visits to Mogden but that health and safety considerations associated with bringing groups of children on site mean that it is not possible at the moment.</p> <p>CS said that she was please to hear both types of mosquito are treated. PF added that although the mosquito problem was much improved, TW can't be complacent about it. RA assured PF that we aren't.</p> | <p>EG</p> <p>SR/EG/ST</p> |
| 4.0 | Tidal Thames Quality Improvements Project – Update | |
| 4.1 | <p>AJ ran through the slides pertaining to the extension project, saying that we currently treat 690 Mld (megalitres a day) from a huge catchment. The predictions for population growth are that it will increase and we have allowed for 6% growth in our calculations.</p> <p>Rain is also an issue and currently we store excess flow in the storm tanks until we have the capacity to treat it. In a storm event, when we reach capacity, and have filled the storm tanks, we have to discharge any additional flows, which have only been screened, into the River Thames. We have agreed with the Environment Agency (EA) that as of 31 March 2013, we will improve the quality of effluent released to the river, and the number of storm discharges, and to do this we need to increase our capacity.</p> <p>AJ then talked through a map of Mogden showing what the project will deliver. The final settlement tanks (FSTs) are now in use and the west side PSTs are to be covered. The FSTs won't be covered but they are not odorous. We will build a fifth treatment stream, as well as modifying the existing digesters. There is a ring of odour monitors around the digesters to ensure that the work does not cause an increase in odour.</p> <p>The project will begin construction shortly, which could be soon as a day or two. The trees were chopped down at the beginning of the year to ensure that we didn't disturb nesting birds. The embankment will be moved onto the old allotments and we will reinstate as we go.</p> <p>AJ then ran through the key dates for the project before moving onto the latest news. Black and Veatch (B&V), who have been awarded the contract, are Considerate Contractor scheme award winners. Coming up are drop-in sessions for residents regarding the construction work, which are currently planned for once a month. These will be stepped up or down, as demand requires.</p> <p>RA then ran through the key points of the section 106 that we need to meet during the construction of the extension.</p> | |
| 4.2 | <p>CS asked about the 24hr Mogden helpline as she had seen emails from MRAG that it wasn't working as it should be. ST replied that it was a dedicated phone number (0845 641 0030) that takes customers straight through to a person in the Customer Centre, where the customer would need to quote 'Mogden'. TW are testing the line regularly to ensure that it is working properly.</p> | |
| 4.3 | <p>EM asked how the surgeries are to be advertised? AJ replied that it would be in the forthcoming newsletter and that we plan to hold the first one in July. RA asked SR to expand on this. SR responded saying that she is liaising with local residents through regular correspondence and meetings. SR added that we are fully committed to communicating with the residents about all aspects of the project and that we are working closely with the contractors to ensure that everything runs smoothly.</p> | |

| Item | Description | Action |
|------------|--|--------|
| 4.4 | <p>MB asked how many years will it take for the smell to go? RA replied saying there would be further significant improvements from 2013 when the project is completed and after that, there should only be significant odour if there is a problem on site. MB said that in the 1980s the smell only affected some areas but now it affects all of Isleworth. RA said that he believes from local residents' feedback that the odour has improved. BF concurred, saying that the situation is a thousand times better than the 1980s. RA added that there are six odour monitors to check the levels of H₂S in all wind directions. MM also agreed, saying that in his experience as an EHO for Hounslow Council there has been a general improvement over the last couple of decades. RA added that we aren't at all complacent about the situation. CS said that when she moved to Castle Road in 1986, they often got odour but nowadays it is very rare that she smells it, unless she is in the vicinity of the works. ST asked that people ring in if they do notice odour because otherwise we can't investigate the cause and do something about it. LD added that in the area she lived it was smelly when she moved in seventeen or eighteen years ago, and at the time, a neighbour who lived to be a 101 years old said that Mogden's smell was what kept her going!</p> | |
| 4.5 | <p>MB asked what provision was made with leaflets etc. for non-English speaking residents. SR said that this is something we will look into. MB recommended Somali, Arab and the Indian languages to be considered. AJ asked SR if we could liaise with MB about this? EM recommended using community centres for distribution. EG asked if there was a particular community centre they recommended? MB answered with the Bridge Link Community Centre.</p> | SR/EG |
| 4.6 | <p>MM said that other EHOs (Environmental Health Officers) should be aware that although complaints about Mogden at the moment were mainly related to odour and mosquitoes, this may change with the start of construction to noise, vibration and dust. SR responded saying that we will do everything we can to minimise this, AJ reiterated this but added there will be some noise and dust, as that is the nature of construction work. BF said that the work would only take place between Monday and Friday. AJ added that noisy activities would be confined to the hours of 8am to 6pm, although B&V's working hours were between 7am and 7pm, which means that the use of the bowsers to control dust may be used within these hours.</p> | |
| 5.0 | Communications | |
| 5.1 | <p>SR went through the Open Day that was held at Mogden on April 17. It was an event for the public to see what we do at Mogden and 317 visitors came. The day comprised of minibus tours, an exhibition in the marquee and the opportunity for people to ask questions. The feedback and comments received were very positive. SR asked CM who attended for her input. CM said that it was worth doing, as it showed you Mogden at its very best. CM added that she would recommend it to councillors. RA said that we would set up a site visit for the councillors.</p> <p>Post meeting note: A site visit has been arranged on Wednesday 21 July for the councillors.</p> <p>RA added that the next Open Day would probably take place in 2012 and that the 75 TW staff that helped on the day were all volunteers.</p> | |
| 5.2 | <p>EG ran through the rest of the communications slides, including:</p> <ul style="list-style-type: none"> • Mogden Newsletter • Mosquito Awareness Campaign 2010 • Email notifications • How to contact us about Mogden | |
| 5.3 | <p>CS recommended all the councillors at the meeting be added to the notifications list by EG.</p> <p>Post meeting note: This has been actioned.</p> | |
| 5.4 | <p>MB asked what wards are covered by the newsletter distribution. EG said that she would let her know. RA recommended EG send a list of streets covered. ST added that the newsletter will also be on the website. AJ also added that the communications regarding construction only go to the four hundred or so residents</p> | EG |

| Item | Description | Action |
|-------------|--|---------------|
| | around the west side of the works. Post meeting note: The information was emailed out to the councillors with these minutes. | |
| 5.5 | HM introduced herself again to the meeting saying that she is the local government liaison and her role is to facilitate the relationship between TW and MPs and Councillors. | |
| 6.0 | AOB | |
| 6.1 | CS would like hard copies of the agenda for attendees at the next meeting. | EG |
| 6.2 | S E-W is not happy with the way the tree cutting has been managed by his property. ST said that we need to revisit this and discuss S E-W's expectations of what will be done. RA added that we will put in writing what work will be carried out and suggested that we take this complaint offline. | MG |
| 6.3 | EG proposed dates for the next three meetings, as the notice given for this meeting was too short. | |

| | | | |
|---------------------------------|---|-------------|--------|
| Dates of future meetings | Wednesday 8 September 2010 Wednesday 8 December 2010 Wednesday 9 March 2011 | Time | 5.30pm |
| Location | Conference Room, Mogden STW | | |