

# Residents Liaison Meeting

Date/Time: 6 June 2012 6pm

Venue: Conference Room, Mogden STW

Chair: Liz Sale, Thames Water



## Attendance

Name		Representing
* Liz Sale	LS	Thames Water (Chair)
* Cllr Linda Davies	LD	London Borough of Hounslow
* Cllr Brad Fisher	BF	London Borough of Hounslow
^ Cllr Ed Mayne	EM	London Borough of Hounslow
^ Cllr Sam Hearn	SH	London Borough of Hounslow
* Gerry McCarthy	GM	London Borough of Hounslow
* Tony Bull	TB	London Borough of Hounslow
* Barry Edwards	BE	Mogden Residents Action Group (MRAG)
* Clare Montgomery	CM	Cole Park Residents Association
* Keith Knight	KK	St John's Road Residents Association
* Mark Ruinet	MR	Thames Water – Operations Manager (Interim)
* Zak Espi-Castillo	ZEC	Thames Water – Process Manager
* Francis Egleton	FE	Thames Water – Local and Regional Government Liaison Officer
* Adrian Jack	AJ	Thames Water – Project Manager
* Adam Butt	AB	Thames Water – Communications
* Emily Goren	EG	Thames Water – Communications

### Apologies received from:

Richard Aylard	Thames Water
Mary Macleod	Member of Parliament for Brentford and Isleworth
Cllr Geoff Acton	London Borough of Richmond upon Thames
Cllr Arnie Gibbons	London Borough of Richmond upon Thames
Cllr Colin Ellar	London Borough of Hounslow
Cathy Gallagher	London Borough of Hounslow
Shaun Case	London Borough of Richmond upon Thames
Brian Pailin	Queensbridge (South) Residents Company
Simon Eaton-Walker	Mogden Residents Action Group (MRAG)

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

<b>Item</b>	<b>Description</b>	<b>Action</b>
	LS introduced herself as the chair of the meeting in Richard Aylard's absence and gave his apologies. Everyone else then introduced themselves to LS.	
<b>1.0</b>	<b>Review of previous minutes</b>	
1.1	2.3 EG is investigating the possibility of interpretation boards being provided in public community spaces with Thames Water's community investment team.	EG
1.2	4.2 EG will provide an update on the annual mosquito awareness campaign, as part of the communications update.	
1.3	5.1 AJ will include an update on the tour of the upgrade works, as part of his update.	
1.4	6.1 EG went to check the permanent 'lake' by the junction of Riverside Walk with Woodlands Gardens that Joyce Diment (JD) spoke about during the last meeting. The water was tested to make sure it wasn't wastewater and then reported as a leak on our website. EG will follow up with JD to see if the problem is resolved.	EG
1.5	6.3 The area behind the gate at the Oak Lane end of the footpath has been tidied up.	Done
1.6	6.4 EG has not yet sourced a display case for the conference room so that the Mogden memorabilia can be displayed properly. LS asked the Councillors present if they knew of a potential supplier? BF mentioned a local museum that may be able to help, EG is to email him for the contact details. LS also gave EG a contact at Farmoor.	EG
1.7	There were no other comments and so the previous minutes were accepted as a true record of the meeting.	
<b>2.0</b>	<b>Operations and Communications</b>	
2.1	<p>EG ran through the operations update, including:</p> <ul style="list-style-type: none"> <li>• The redoming of Battery B aeration lanes.</li> <li>• Entec will be returning to do another odour survey.</li> <li>• Kew Bridge Steam Museum possibly salvaging our historic equipment.</li> </ul> <p>EG also spoke about the operational correspondence graph showing the complaints received:</p> <ul style="list-style-type: none"> <li>• 20 complaints received so far this year, with 4 odour complaints in March, 4 odour complaints in April, 6 odour and 2 odour and mosquito complaints in May, but no complaints have been received so far for June.</li> </ul> <p>EG then went through the notifications issued from December to March via the Mogden notification mailing list.</p> <p>EG ran through the communications update, including:</p> <ul style="list-style-type: none"> <li>• The latest Mogden Update newsletter</li> <li>• The annual mosquito awareness leaflet</li> </ul>	
2.2	<p>GM asked what the extent of the new Entec survey would be? ZEC replied that it would focus on the aeration lanes.</p> <p>BF said that it has been odorous at Tescos and the surrounding area this week, with a dirty water smell. ZEC responded that we had had no operational issues over that time, but that we would investigate further.</p> <p>GM said that LBH had received 5 complaints over the last hot weekend of May, as well. Given that the complaints were from the west side of the works, LBH and TW agree that the odour (PSTs).</p> <p>BE said that he feels the complaint numbers are low due to complaint fatigue, and that people assume nothing will be done. BE added that the wind had been predominately blowing in the direction of Richmond and the residents there weren't</p>	

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	as organised and so don't report odour. BE had asked a representative from that area to come tonight. BE went on to say that there had been a high number of notifications about discharging partially treated storm wastewater into the River Thames, which means that if the sewage is in the river, it isn't causing odour at Mogden. ZEC replied that even during storm conditions while discharging to the river the site will continue to treat the maximum amount of flow it can.	
2.3	EG said that there seemed to be an issue with the delivery of this year's mosquito awareness leaflet and asked the residents present if they had received it. CM replied that she had. EG said that she would continue to investigate to see where exactly the leaflet had been delivered to by Royal Mail.	EG
<b>3.0</b>	<b>Mosquito survey results</b>	
3.1	EG ran through the mosquito update, including: <ul style="list-style-type: none"> <li>• Updated graphs showing mosquito activity year-to-date.</li> </ul>	
3.2	LD said that she had seen very large mosquitoes this year and asked what they were? TB replied that they were most likely to be <i>Culiseta annulata</i> , which becomes active earlier in the year than the <i>Culex pipiens</i> species found at Mogden, is about twice the size and is also a human biter.  TB added that they have been more noticeable this year due to the weather, especially the early hot weather.	
3.3	BF asked whether Thames Water were contributing to the LBH gully cleansing programme this year? EG replied that we were. GM added that the programme started on 16 May.	
3.4	GM asked how many was 'many' on the graphs? TB replied 10 mosquitoes or more.	
3.5	BE said that the data appeared to be low this year, and asked TB whether this was seen in LBH's data? TB replied that there has not been any studies carried out this year and that the testing to see if the gully cleansing works has finished. TB added that Mogden is audited by both the London Boroughs of Hounslow and Richmond upon Thames regularly. TB said that there will always be mosquito activity, but that the aim is to minimise that activity.	
	TB repeated his request for the final off-site mosquito report, as this may identify areas for further work. EG said that she would speak to John Ismay about it.	EG
3.6	CM said that if complaints were received by the council wouldn't we know? BE repeated that it may be a case of complaints fatigue. CM did not agree with regard to complaints about mosquitoes. BF said that GM would be able to help. GM said that complaints were reducing year on year. AJ added that the Black and Veatch area on site is also surveyed for mosquitoes.	
<b>4.0</b>	<b>Sewage Treatment Work Upgrade Project – an update</b>	
4.1	AJ ran through the extension project update, including: <ul style="list-style-type: none"> <li>• Key progress to date</li> <li>• Inlet works / PSTs / Aeration lanes / FSTs / Sludge stream / OCUs / Western embankment / Electrical infrastructure</li> <li>• A timelapse video of the construction work</li> <li>• In the community</li> </ul>	EG
4.2	AJ added that the project will increase the capacity with regard to the amount of wastewater that can be treated at any one time, which will mean that storm flows into the River Thames will be reduced (in answer to BE's earlier point in 2.2).	Note
4.3	BE asked about the lifespan of the extension works. AJ replied that it was 2021, and that BE's question was answered by Rob Keen (RK) in the last residents meeting. LS asked if there were any notes that we could give BE? EG replied that the notes were in the minutes of the last meeting (March 2012), which were	

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	<p>available on our website along with the presentation slides.</p> <p><a href="http://www.thameswater.co.uk/cps/rde/xchg/corp/hs.xsl/921_2154.htm">http://www.thameswater.co.uk/cps/rde/xchg/corp/hs.xsl/921_2154.htm</a></p> <p>AJ added that RK would be happy to respond to any questions BE may have after reviewing this information.</p>	
4.4	LD asked if there was any chance of a site tour of the extension project outside of normal working hours for people who are working full time? AJ said that that was no problem. EG will arrange this with AJ.	EG/AJ
<b>5.0</b>	<b>AOB</b>	
5.1	<p>TB asked ZEC for an update on the east side rectangular PST scraper refurbishment. ZEC responded that number 8 and one other remained. TB replied that ZEC said there were two tanks left at the last meeting in March. ZEC expanded, saying that there was only one tank to fully refurbish but one tank would have to be revisited to carry out a pipe modification. TB said that this was very close to when the problems usually arise in July / August.</p> <p>TB then asked how the tanks with the refurbished scrapers were operating? ZEC replied that they still need hosing, but that the sludge crusts forming on the top were not as thick due to the scrapers operating more reliably.</p>	
5.2	TB said that a mosquito audit was due. EG will arrange this with John Ismay and Sean Case from the London Borough of Richmond upon Thames.	EG
5.3	<p>BE said that MRAG were devastated that the experimentation proposed by BE was not going to go ahead. MRAG want this decision revisited, as TW are opening themselves up to criticism because the local residents don't want Mogden to be odour neutral, they want it to be odour free. BE added that he could find the solution to stop the odour, not just mitigate it. The testing would be done at a smaller sewage treatment works and then applied at Mogden.</p> <p>LS asked BE to email this through to EG.</p>	BE
5.4	<p>LD said that she can't see how there could be no smell due to the nature of the product that Mogden deals with and not all residents are expecting that.</p> <p>BE said that he had been approached by opponents of the Thames Tunnel to put together calculations for them. BE went on to say that by his calculations London receives more rainfall than is required by Londoners for drinking water and that if this water was separated out of the sewer system and treated, it would solve supply during future droughts.</p> <p>LS said that the best person in TW to put these ideas to would be our Head of Drought Strategy. LS will supply the details.</p> <p><b>Post meeting note:</b> LS supplied the details of our Environment &amp; Quality Strategy and Regulation Manager after the meeting.</p> <p>AJ added that the Environment Agency doesn't want Mogden to be linked up to the Thames Tunnel due to the amount of water that it supplies to the River Thames after treatment. BE replied that rowers want the river to be clean and that the tunnel won't even cover all of the CSOs. LS will also supply BE the details of our Head of Thames Tunnel.</p> <p><b>Post meeting note:</b> LS also supplied these details to BE after the meeting.</p>	
5.5	<p>LD asked how water butts could be kept mosquito free? TB replied by ensuring that it has a tight fitting lid.</p> <p>GM asked for a copy of this year's mosquito awareness campaign leaflet for the LBH website.</p>	EG

<b>Dates of future meetings</b>	<p>Wednesday 5 September 2012</p> <p>Wednesday 5 December 2012</p> <p>Wednesday 6 March 2013</p>	<b>Time</b>	6pm
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<b>Location</b>	Conference Room, Mogden STW
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