

Residents Liaison Meeting

Date/Time: 18 June 2013 6pm

Venue: Conference Room, Mogden STW

Chair: Richard Aylard, Thames Water



Attendance

Name		Representing
* Richard Aylard	LS	Thames Water (Chair)
* Cllr Arnie Gibbons	AG	London Borough of Richmond upon Thames
* Cllr Brad Fisher	BF	London Borough of Hounslow
* Cllr Linda Davies	LD	London Borough of Hounslow
* Gerry McCarthy	GM	London Borough of Hounslow
* Tony Bull	TB	London Borough of Hounslow
* Shaun Case	SC	London Borough of Richmond upon Thames
* Murray Edwards	ME	Mogden Residents Action Group (MRAG)
* Keith Knight	KK	St John's Road Residents Association
* Clare Montgomery	CM	Cole Park Residents Association
* Paul Stocker	PS	Thames Water – Operations Manager
* Zak Espi-Castillo	ZEC	Thames Water – Process Manager
* Adrian Jack	AJ	Thames Water – Complex Delivery Manager
* Emily Goren	EG	Thames Water – Communications
Richard Johnston		Queensbridge (North) Residents Company

Apologies received from:

Cllr Colin Ellar	London Borough of Hounslow
Brian Pailin	Queensbridge (South) Residents Company
John Sullivan	Thames Water – Quality & Compliance Manager
Matt Warburton	Thames Water – Complex Delivery Manager
Sonia Rana	Thames Water – Communications

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

Item	Description	Action
1.0	Review of previous minutes	
1.1	1.1 The arrangement of a follow-up meeting between GM, ZEC, EG, BE, Alison Vincent and Entec is ongoing. Post meeting note: AV has now met up with Darren Hall of Entec.	EG
1.2	1.2 The outside mosquito survey report has been sent to TB.	Complete
1.3	1.4 GM asked about the odour monitor trend data on the Thames Water website. EG advised it is two weeks out of date.	EG
1.4	1.5 EG has partially completed the 'Council' category to the complaints graph, it is taking time because EG has to make sure that the complaints are not double counted.	EG
1.5	1.6 EG contacted Thames Water's Planning department regarding the population growth figures we have used to calculate the capacity required for Mogden's catchment in the future. The answer is included in the slide presentation.	Complete
1.6	2.2 An invite to the Open Day was included in the Mogden Update newsletter that went out in May.	Complete
	2.3 SR coordinated with GM to include an invite in LBH's magazine.	Complete
1.7	3.5 EG sent a notification via the Mogden notification list about the second stage consultation on our Draft Water Resources Management Plan. EG has included the storm tank calculations she carried out last year using rainfall data in the slide presentation.	Complete Complete
1.8	EG will take over SR's action to liaise with Thames Water's Community Investment team regarding a joint clean-up of the Duke of Northumberland river.	EG
1.9	There were no other comments and so the previous minutes were accepted as a true record of the meeting.	
2.0	Actions from the previous meeting	
2.1	RA talked through how we estimate population growth figures. GM asked when the population forecast for Mogden was expected to run out? RA replied around 2030 but added that the figures go up and down, also there is a limit to how much more development can take place in the area. AG asked if assumptions are made about changes in use, such as paving over gardens. RA said that that trend is slowing, adding that Thames are looking at ways to prevent rainwater getting into sewers. The Mogden catchment is not supposed to be combined. PS also added that we have problems with cross connections in the network.	
2.2	RA presented the storm tank calculations graph that EG produced using the data from April, May and June 2012. It shows that even with capacity increased to 1064MLD we would have still used the storm tanks on two occasions, one for five days, the other for one.	
3.0	Operations and Communications	
3.1	ZEC ran through the operations update, including: <ul style="list-style-type: none"> The Mogden Open Day coming up on Saturday 22 June. LD gave her apologies as she is attending a scout camp. EG went through the operational correspondence graph showing the complaints received: <ul style="list-style-type: none"> There have been 28 complaints so far this year, with no complaints in March, 3 complaints about noise from our air main in April, 11 odour complaints and 1 noise complaint in May and 7 odour complaints in June so far. 	

Item	Description	Action
3.2	<p>EG then went through the notifications issued from March to June via the Mogden notification mailing list.</p> <p>ME asked ZEC what he thought the odour that residents are noticing could be? ZEC replied that as the storm tanks are not being used, and the west side rectangular primary settlement tanks are now covered, that the digesters may be the source.</p> <p>ME said that Thames should send someone out to the complainers to verify their complaint. EG replied that there aren't the resources to be able to commit to that, but that she is offering to visit repeat complainers.</p> <p>CM said that Tesco's is really bad for odour, LD and BF agreed. RA answered that the digesters were being investigated and that we would bring in an odour specialist to do an odour survey.</p> <p>GM promoted the out-of-hours service provided by LBH. It runs until November, the number is 020 8583 2222.</p> <p>GM said that there is still a problem with the hoppers being overpumped. ZEC replied that because of the depth of the hoppers, the pumps sometimes cannot pump the hoppers all the way down. RA asked if there was better equipment that could be used? ZEC said that in this application submersible pumps are most effective.</p> <p>AG asked if people can ring to complain from Tesco's? GM said no, because it is not your property. ME said that didn't seem right. GM replied that Tesco's themselves need to complain. ME asked BF if he could investigate why this is, and get the policy changed. RA added that Thames encourage residents to use the Mogden line (0845 641 0030) to complain.</p>	BF
4.0	Odour	
4.1	<p>GM questioned the effectiveness of the modifications to the roofs of the digesters. GM feels that the digesters are a major source of odour off site, and that LBH get a lot of complaints from Tesco's. ZEC explained what makes a good seal on the digesters, and went on to add that Operations check the performance via pH and dose with antifoam, if necessary.</p> <p>RA asked for PS's view. PS detailed the difference between floating roof and fixed roof digesters. ZEC added that the digesters have sequences and are filled with around 60-70 m³ of sludge per day. ZEC went on to say that AJ's team cleaned the digesters, changed the pipework and whesso values as part of the extension project so ZEC feels that the performance of the digesters currently is the best that they have ever been.</p> <p>BF stated that it was vile from Tesco's to Harlequin Close. LD said that she had residents in Glen Walk saying that the smell is worse now. GM replied that this correlates with very high peaks from the odour monitors around the digesters. PS asked if the peak readings are investigated. ZEC replied, yes. GM asked how this was going to be addressed? RA said that we will write to GM within a month about the digesters.</p>	ZEC/EG
5.0	Mosquito survey results	
5.1	<p>EG ran through John and Barbara Ismay's mosquito update, including:</p> <ul style="list-style-type: none"> Updated graphs showing mosquito activity year-to-date. 	
5.2	TB asked if we could also have a zoomed in graph for larvae activity.	EG
5.3	<p>TB then asked what is meant by historically low for many adults? EG said she will find out.</p> <p>Post meeting note: John Ismay said it was emphasising that it was low for that week, as it was high the week before.</p>	
5.4	RA asked ZEC if water is pumped out of areas where it collects on site? ZEC replied yes, and we would deal with it as soon as we possibly could.	

Item	Description	Action
6.0	Sewage Treatment Work Upgrade Project – an update	
6.1	AJ ran through the extension project update, including: <ul style="list-style-type: none"> • Project completion • Odour treatment works • Optimising the works 	
6.2	AJ said 333MLD is the treatment capacity through the new extension (Battery E). AJ added that we are seeing the benefits in not having to use the storm tanks and meeting the new Environment Agency consent.	
6.3	AJ stated an odour report on Odour Control Unit (OCU) 11 and 12 will be produced and sent to GM.	AJ
6.4	RA asked how the hand-over of obligations to Operations was going? AJ replied that a lot had already been met, but there is a contaminated soil report outstanding. AJ added that there is a Thames Water closedown team to ensure our obligations under the Section 106 are met.	
6.5	GM asked why we were hosing down the new aeration lanes? ZEC replied that it is normal procedure to hose down the anoxic zone when required to break up the build-up of scum.	
6.6	ME asked who is doing the odour report on the OCUs? AJ said it is Odournet.	
6.7	RA asked AJ if this was his last residents meeting? AJ replied, yes. RA thanked him for all his hard work.	
7.0	AOB	
7.1	BF asked if Thames Water were still paying for gully cleansing around Mogden. EG replied, yes.	
7.2	BF said he has had complaints about undergrowth growing through the fence along Glen Walk. ZEC replied that we have changed grounds control contractors and this was why this had been missed. ZEC said that we will ensure the contractors clear the area. Post meeting note: All vegetation along the Mogden boundary fence along Glen Walk has now been cleared. TB said that the alleyway from Hall Road to Wainwright Grove needs to be cleared as well. BF added that maybe we could move the gate. ZEC replied that we are replacing the fence and that we will look into the gate.	ZEC

Dates of future meetings	Wednesday 4 September 2013 Wednesday 4 December 2013 Wednesday 5 March 2014	Time	6pm
Location	Conference Room, Mogden STW		