

# Residents Liaison Meeting

Date/Time: 7 March 2012 6pm

Venue: Conference Room, Mogden STW

Chair: Richard Aylard, Thames Water



## Attendance

Name		Representing
* Richard Aylard	RA	Thames Water (Chair)
* Cllr Arnie Gibbons	AG	London Borough of Richmond Upon Thames
* Cllr Brad Fisher	BF	London Borough of Hounslow
* Tony Bull	TB	London Borough of Hounslow
* Brian Pailin	BP	Queensbridge (South) Residents Company
* Murray Edwards	ME	Mogden Residents Action Group (MRAG)
* Clare Montgomery	CM	Cole Park Residents Association
* Joyce Diment	JD	WERFA (Woodlands Estate Residents Association)
* Keith Knight	KK	St John's Road Residents Association
* Rob Keen	RK	Thames Water – Head of Asset Planning and Optimisation
* John Sullivan	JS	Thames Water – Quality and Compliance Manager
* Mark Grimshaw	MG	Thames Water – Operations Manager
* Zak Espi-Castillo	ZEC	Thames Water – Process Manager
* Francis Egleton	FE	Thames Water – Local and Regional Government Liaison Officer
* Matt Warburton	MW	Thames Water – Delivery Manager
* Adrian Jack	AJ	Thames Water – Project Manager
* Sonia Rana	SR	Thames Water – Communications
* Emily Goren	EG	Thames Water – Communications

### Apologies received from:

Cllr Linda Davies		London Borough of Hounslow
Cllr Barbara Reid		London Borough of Hounslow
Cllr Ed Mayne		London Borough of Hounslow
Cllr Geoff Acton		London Borough of Richmond upon Thames
Gerry McCarthy		London Borough of Hounslow
Shaun Case		London Borough of Richmond upon Thames
Steve Taylor		Mogden Residents Action Group (MRAG)
Simon Eaton-Walker	SEW	Mogden Residents Action Group (MRAG)

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

<b>Item</b>	<b>Description</b>	<b>Action</b>
<b>1.0</b>	<b>Review of previous minutes</b>	
1.1	EG has uploaded the graphs for Mogden's storm discharges to the Thames Water Mogden webpages.	Done
1.2	AJ said an update on site tour around the new extension is included in the Upgrade Project update later in the presentation.	
1.3	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 introduction of WAMI (Work, Asset Management and Information) at Mogden</li> </ul> <p>EG also spoke about the operational correspondence graph showing the complaints received:</p> <ul style="list-style-type: none"> <li>4 complaints received so far this year, with 1 odour complaint in January, 2 odour and 1 mosquito complaint (relating to the summer of 2011) in February and no complaints so far for March.</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 February Mogden Update newsletter</li> <li>New interpretation board on the Mogden footpath</li> </ul>	
2.2	RK added that WAMI will provide a greater visibility of what the operatives do at Mogden, as the system was paper based before, and so this will be a much better way of managing the work carried out. JS also added that it will provide one system for Operations and Maintenance.	
2.3	CM asked if interpretation boards could be provided in public community spaces as well? EG will investigate to see if this is possible.	EG
<b>3.0</b>	<b>Mogden Plan 2021 and Beyond</b>	
3.1	<p>RK, TW's Head of Asset Planning and Optimisation, gave a talk about the future of Mogden, which included:</p> <ul style="list-style-type: none"> <li>Thames Water's obligations</li> <li>A brief history of Mogden</li> <li>Drivers for expansion</li> <li>The plan for 2011 – 2021</li> <li>Post 2021</li> </ul>	
3.2	RA explained that Cllr Ed Mayne had requested this presentation.	
3.3	RA asked RK how the year 2021 was chosen? RK replied that the regulation planning is for every five years, but that TW doesn't think that is long enough. We use 10 year planning periods instead. RK added that it is more difficult to look further than this into the future because it is hard to predict population levels beyond this.	
3.4	<p>ME asked if the figures for the London Plan target figures were for all of Mogden's catchment? RK replied that they were.</p> <p>BF asked what the maximum capacity of Mogden will be once the extension is finished? AJ responded that the current capacity is 790 MLD (megalitres a day). RA added that until recently it was 690 MLD. AJ went on to say that the capacity will increase to 1064 MLD when the extension is complete and that this includes</p>	

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3.5	<p>for a 6% growth in population. RA added that this takes us up to at least 2021 and that there will be headroom before this date. AJ said that we also deal with trade effluent. RA added that this has been planned for in the 6% growth.</p> <p>ME asked where the land identified for future extensions is? AJ replied that it is the strip of land on the west side of the works that currently has an earth embankment on it that could be used. RK added that this would only be if we needed it, as it is more likely that we would install better, more efficient processes first. AJ also added that the new works has been designed to accommodate future expansion within the existing Mogden site boundary, if needed. RA went on to say that we are developing processes that have a smaller footprint, which means that we could ultimately retrofit older works, increasing their capacity but not the overall area they occupy. RA added that this is currently being discussed for our sewage treatment works (STW) in Deephams.</p> <p>BF asked if this meant that some of the site would become redundant in the future? RA replied that these are exactly the sort of discussions happening at Deephams. RK added that Deephams is of a similar size to Mogden. JS added that to keep flows in sewers from increasing more than is necessary, sustainable drainage is becoming increasingly important. Therefore we need to promote the use of permeable paving etc instead of impermeable substances like concrete, as well as promoting water efficiency.</p>	
3.6	<p>JS went on to say that the design regulations for housing are going to change in the future from 160 litres per person, per day to just 100 litres. JS added that TW supplies free water saving devices to its customers and that by saving water, you also save money through not heating water that you don't use.</p> <p>BF then asked if the houses that have been built over the old County Arms site will include these sorts of devices? JS said that unfortunately he very much doubts that they will, as developers can't be forced at the moment, but that legislation was set to change in the future. JS added that you can potentially save up to 85 litres per day using the devices.</p> <p>BF said that he would like JS to come and speak to the Planning Department about water efficiency. JS replied that he would be happy to. BF to arrange.</p> <p><b>Post meeting note:</b> FE is arranging this with BF and JS.</p> <p>RA added that it is people that use water and not houses, so education is as important as technology. RK also added that we would send our water efficiency freebie devices webpage address (<a href="https://www.thameswater-savewatersavemoney.co.uk/index.php/freepack">https://www.thameswater-savewatersavemoney.co.uk/index.php/freepack</a>) to BF. EG to action.</p> <p><b>Post meeting note:</b> EG sent everyone an email with the address on 16 March.</p> <p>ME said that sound installation and solar panels are not standard either and that as Noise and Nuisance Officer for Ealing, he dreads new builds due to the additional noise complaints that he will receive. ME added that libraries and public buildings would also be a good place to disseminate the information on water efficiency.</p>	
<b>4.0</b>	<b>Mosquito survey results</b>	
4.1	<p>EG ran through the mosquito update, including:</p> <ul style="list-style-type: none"> <li>• Updated graphs showing mosquito activity year-to-date.</li> </ul>	
4.2	<p>TB asked when the annual mosquito awareness campaign would be sent out this year? EG replied that we are aiming for the early May bank holiday.</p>	EG
<b>5.0</b>	<b>Sewage Treatment Work Upgrade Project – an update</b>	
5.1	<p>AJ ran through the extension project update, including:</p> <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> </ul>	

<b>Item</b>	<b>Description</b>	<b>Action</b>
	<ul style="list-style-type: none"> <li>In the community</li> <li>Tour of the upgrade works (2.5 hours) – date and time to be agreed after an email vote</li> </ul>	EG
5.2	<p>BP asked if we have consulted with Kew Gardens about the planting for the western embankment? AJ said no, as we have agreed a list of native species with LBH as part of the planning permission. BP replied that Kew Gardens were asked when Mogden first opened and that they came in and planted trees that adsorbed odour!</p> <p>TB asked if we would be planting oak? AJ said that he would need to check. TB added that if this is the case we will need to carry out annual inspections for the Oak Processionary Moth.</p> <p>RA said that we were hoping to involve the local community in the planting of the embankment. ME asked if the local community could have any say in what was planted? As he is fond of rhubarb.</p>	
5.3	<p>BF has only received one complaint with regard to the extension works and so he wanted to say well done. BF added that the dissemination of information is vital, as the impact is less. SR said that we plan to keep up the same level of contact using the Mogden Update newsletter, the monthly letter and drop in sessions.</p>	
5.4	<p>AJ said that some work would be carried out on Saturdays in the future for the commissioning of equipment, but they would be quiet activities and LBH would be notified in advance.</p> <p>RA asked how commissioning would work? Because obviously we couldn't just turn everything on and hope for the best. AJ replied that the odour control units (OCUs) are tested with air to make sure the chemical processes work before odorous air is passed through them. Similarly mechanical plant is tested to make sure it operates correctly before being put into service.</p> <p>RA asked if any of this would impact on residents? AJ said that it wouldn't.</p>	
5.5	<p>ME said with the bacteria eating organic matter in the open aeration lanes and gasses being given off, won't that be a source of odour? AJ replied that the present aeration lanes had been tested by Entec and given a clean bill of health, bar the first section. RA added that TW doesn't usually cover aeration lanes.</p> <p>ME asked whether the lanes at Acton were aeration lanes? RK replied that they were storm tanks, and that storm tanks have a history of odour if not cleaned properly after use. ME added that the long lane at Acton had been covered over and asked whether it was an aeration lane. RA and RK both confirmed that it was not, RA added that it was the discharge to the CSO (combined sewer overflow) and that no treatment takes place at that site.</p>	
5.6	<p>ME asked about the maintenance of the new odour control units including whether there would carbon replacement and scrubber alarms? AJ said there would be. ME added that he had come across scrubbers that were used in the food industry and that they quickly did not work well, if not looked after properly. ZEC replied that we have five similar units at Mogden already that are looked after monthly by OSIL, and the carbon media in two of those units is about to be replaced. ME asked if the units were reliable? ZEC replied that they were. MG added that that was why we were using the same units again.</p>	
5.7	<p>ME asked where the transformers were built? AJ said that he thought it was the UK but he would have to check. RA said that we would let ME know.</p> <p><b>Post meeting note:</b> The transformers were built in Ireland.</p>	
<b>6.0</b>	<b>AOB</b>	
6.1	<p>JD said that she lives on Woodlands Estate on the Duke of Northumberland River (DNR), which was badly affected by the sewage spill last October. JD went on to add that everyone always talks about the River Crane but never the DNR, despite the DNR being a tributary of the River Crane.</p> <p>JD asked what was happening with the restocking the DNR with fish? RA</p>	

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	<p>answered that a very through clean-up was just in the final stages and that we are working with the Environment Agency (EA), Friends of the River Crane (FORCE), the Wildlife Trust and the Thames Anglers Conservancy. RA added that the problem is that there is no life in the river and so a plan for the next three to four years has been put together to bring the river back to how it was before the sewage spill. RA went on to say that we can't restock with fish until the plant and invertebrate life returns to the river, as the fish would have nothing to live on.</p> <p>JD said that it was disappointing that it was going to take so long and that we should remember the DNR. RA said that we had a similar situation with the River Wandle and that is now back to its original state.</p> <p>JD also raised a flooding issue that could potentially affect the residents on her estate. RA said that flooding is a matter to take up with the EA, but that we will pass this information along to the EA on JD's behalf. EG will organise this and also get the permanent 'lake' by the junction of Riverside Walk with Woodlands Gardens checked to make sure there isn't a pipe leaking.</p>	EG
6.2	TB asked ZEC for an update on the refurbishment programme of the existing covered primary settlement tanks on the east side of the works. ZEC said that there were two tanks left to be done.	
6.3	EG read out a concern from SEW about the fact that the area behind the gate at the Oak Lane end of the footpath was not being maintained. ZEC said that this was a temporary storage area and would never be completely clear. EG added that another resident had raised this with us and we were going to speak to the Projects department to ask them to tidy up.	EG
6.4	EG formally thanked BP for all the old Metropolitan Water Board memorabilia that he has given us. EG said that she would like to source a display case for the conference room so that it can be displayed properly. RA said that we should give BP a London on Tap carafe as a thank you.	EG
	<b>Post meeting note:</b> This has been actioned by EG.	

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