

# Residents' Liaison Meeting



## ***Minutes of Meeting***

26 May 2016, Conference Room, Mogden STW at 6pm

<b>Attendees</b>	
<b>Organisation</b>	<b>Name</b>
Thames Water	Richard Aylard (Chairman)
	Tony Stanbridge
	Richard Dennett
	Rebecca Crawford
	Lydia Blake
	Barbara Ismay ( <i>Consultant</i> )
Eight20	Rob Cullen
	Stefanie Hedgman
Public Representatives	Ruth Cadbury MP
	Cllr Bob Whatley
	Cllr Ed Mayne
London Borough of Hounslow	Gerry McCarthy
Richmond Council	Shaun Case
MRAG	Barry Edwards
	Murray Edwards
Residents	Keith Knight
	Natalie Rimington

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No.	Content	Action	Due date of Action
1.0	<p>At the request of the chairman (R. Aylard) all attendees introduced themselves.</p> <p>The chairman outlined the agenda for the evening's meeting.</p>		
2.0	<p><b>Review of previous minutes</b></p>		
2.1	<p>R. Aylard (TW) went through the actions from the previous meeting on 23 February 2016.</p> <p><b>Action 1</b> Assessment of any noise impacts on the local community during the construction period of the Blower House.  <b>Deliverable 1</b> R. Dennett (TW) confirmed that a full analysis of potential noise impacts from various site activities would be presented to the group during the evening's presentation.</p> <p><b>Action 2</b> To provide details of the last bat surveys that were undertaken at Mogden and how many species are present.  <b>Deliverable 2</b> R. Aylard (TW) informed the group that there are 4 species present and that the last baseline studies that took into account the whole of the STW were done in 2008. The 4 species are – <i>Common pipistrelle</i>, <i>Soprano pipistrelle</i>, <i>Brown long eared</i> &amp; <i>Daubentons</i>.</p>		
3.0	<p><b>Operations &amp; communications</b></p>		
3.1	<p><b>Update on current major investment work:</b>  R. Dennett (TW) gave an overview of the current major investment at Mogden STW.</p>		
3.2	<p><b>Blower House &amp; Air Main:</b>  R. Dennett (TW) explained that the new Blower House and Air Main will create air flow for 40% of the sewage treatment process at Mogden; and that the 4 new blowers and new air main are part of a £10 million investment. He explained that the purpose of the investment was to ensure we maintain a stable operation and continue to meet our effluent quality standards, whilst replacing an aged asset. The purpose of the blower controls is to provide the correct air flow at any time, which in turn provides enhanced aeration efficiency. R. Cullen (Eight20) was</p>		

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	<p>introduced as the Project Manager for all Eight2O Projects at Mogden STW.</p> <p>R. Dennett (TW) stated that the grounds and civils works are currently being undertaken, and that commissioning will commence in November 2016, with a final handover from Eight2O to Thames Water estimated to take place in early April 2017.</p> <p>R. Cullen (Eight2O) advised that noise impacts were not expected and that he would classify this work as low risk in terms of potential noise impacts. R. Dennett (TW) stated that if any noise impacts were predicted then a Mogden Notification would be sent out to all those on the distribution list.</p>		
3.3	<p><b>CHP replacement:</b></p> <p>R. Dennett (TW) provided an update on the CHP Project; he stated that the existing engines are being replaced with 3 new engines to improve efficiency and electricity generation.</p> <p>In addition the engines are expected to be fully operational by early April 2017 when the CHP replacement will be working at optimum performance.</p>		
4.0	<p><b>Mogden Update</b></p>		
4.1	<p><b>Scheduled works:</b></p> <p>R. Dennett (TW) provided an update on the current status of the OCUs, stating that OCU 12 is having its carbon tested within the next 2 weeks. In addition, the OCUs continue to benefit from an increased service contract; this includes 3 days per month allocated to onsite checks by our expert consultant Dr Corby.</p> <p>R. Dennett (TW) informed the meeting that the PST Refurb Programme will be 50% complete by July, it has received over £2 million investment and October 2016, whilst Tanks 13 – 25 will be completed by March 2017. All tanks will be finished by 31 March 2017.</p> <p>R. Dennett (TW) provided an update on the ongoing optimisation work of the sludge stream, with low sludge stocks reported. G McCarthy (LBH) agreed that there has been a huge improvement on reducing the sludge stock levels.</p>		

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<p>4.2</p>	<p><b>Scheduled Works &amp; Customer Impacts</b>  R. Dennett (TW) presented a slide on the likelihood and severity of any noise impacts that our neighbours may incur during the construction of the multi-flue stack. (This was an action derived from the last Residents' meeting). R. Cullen (Eight2O) explained that out of the 10 phases of work that will take place between 25 May – 15 July 2016, 9 are classified as low risk for noise, and 1 phase is classified as medium risk. The activity classified as medium risk in terms of creating a noise impact involves screw pilling, this option creates less noise than the alternative of hammering. This medium risk activity will commence on 31 May 2016 for 3 days.</p> <p>N. Rimington (Resident) asked if this work would take place during working hours, R. Dennett (TW) confirmed that as part of the planning conditions all work on the multi-flue stack will take place between 8am – 6pm Monday – Fridays, 8am – 1pm on Saturdays and no work will be permitted on Sundays.</p>	<p><i>Action completed from Mogden Residents' Liaison Meeting of 23 February 2016</i></p>	
<p>4.3</p>	<p><b>Update on multi-flue stack:</b>  S. Hedgman (Eight2O) gave an update on the multi-flue stack, she informed the meeting that under the S106 agreement the colour of the stack had to be agreed upon, a light grey colour was deemed to have the least visual impact, hence why this finish has been selected.</p> <p>In addition to the finish of the multi-flue stack, the planning conditions also included a landscape and planting strategy. S. Hedgman (Eight2O) gave an overview of the landscape and planting strategy that has been submitted as part of the planning conditions. She explained that the strategy was to minimise the visual impacts of the multi-flue stack and other assets whilst also enhancing the bio-diversity of the site. N. Rimington (Resident) asked if the area of the site (the bund on the West-side of the STW) could be improved upon visually, as she regards it as slightly unkempt. R. Aylard (TW) agreed that this request can be addressed. It was agreed that Ground Maintenance would assess the bund along the West side of the STW. G .McCarthy (LBH) has agreed to review the findings of the assessment of the bund in question.</p>	<p>Thames Water to review the bund appearance on the west side of the STW, and provide feedback to LBH.</p>	<p><i>Next Residents' Meeting</i></p>

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	<p>B. Edwards (MRAG) asked if very tall mature trees had been considered as an option to lessen the visual impact of the multi-flue stack. S. Hedgman (Eight20) confirmed that she had received his comments that he had made previously to R. Crawford (TW), and that these comments had been carefully considered, however, currently they have not been proposed in the existing landscape plans. B. Edwards (MRAG) asked if it would be possible to grow trees on the bund, R. Aylard (TW) agreed that a review of tree growing on the bund would take place before the next residents' meeting.</p>	<p>Thames Water to review the possibility of growing mature trees on the bunds around site.</p>	<p><i>Next Residents' Meeting</i></p>
<p>6.1</p>	<p><b>Stakeholder communication &amp; engagement</b></p>		
	<p><b>Odour complaints:</b>  R. Crawford (TW) announced that since the last Residents' meeting held on 23 February 2016, Mogden had received 1 odour complaint in February, 3 in March, 6 in April and 9 in May. Whilst London Borough of Hounslow had received 2 odour complaints regarding Mogden STW in February, 4 in March, 13 in April and 1 in May, G. McCarthy (LBH) informed R. Crawford (TW) that a further 13 complaints were collected by the Council for May, making the full odour complaints count received by the Council in May as 14.</p> <p>N. Rimington (Resident) asked how Mogden and London Borough of Hounslow Council interacted regarding odour complaints. R. Crawford (TW) explained that the council conduct a weekly inspection of Mogden STW, resulting in a report that is issued from LBH to the management team at Mogden. During this time the Mogden team inform the officer from LBH of any complaints that have been received. These reports also include the number of odour complaints that LBH have received regarding Mogden STW and an outline of the investigation that took place. The management at Mogden provide a response to these reports and then upload onto the Mogden webpage.</p> <p>B. Edwards (MRAG) was concerned that residents experience complaint fatigue. N. Rimington (Resident) explained that she had recently complained regarding a noise</p>		

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	<p>issue, and that she was very happy in the way in which her complaint has been handled. This included R. Dennett (TW) attending her home at 11pm to better assess the impact. N. Rimington (Resident) stated that the way in which customer complaints are handled has improved greatly. B. Edwards (MRAG) commended R. Dennett (TW) for the site performance improvements over the last year.</p>		
6.2	<p><b>Notifications:</b>  R. Crawford (TW) provided an overview of the notification process, explaining that Thames Water had issued 8 notifications since February 2016, a majority of these notifications were sent out due to expected odour impacts as a result of planned maintenance work on assets across the site.</p> <p>R. Cadbury (MP) asked why Thames Water had undertaken maintenance work on Saturday 16 April to the sludge screen building. R. Dennett (TW) explained that he tries to avoid arranging this type of work during unsociable hours, however, he considered this work to be low risk if the team acted swiftly. He made the choice to act on the Saturday, at extra cost to minimise disruption to residents, as the issue could have become much more problematic if he were to wait until the following week.</p> <p>G. Mc Carthy (LBH) asked for more information on the latest notification regarding an essential clean-up to the digester area on 20 May 2016. R. Dennett (TW) explained that in the early hours of 20 May 2016 Mogden STW experienced a biological process issue with one of the digesters; the digesters are located on the south of the site. As soon as the incident was discovered the team deployed a 24hr clean-up operation of the affected area. R. Dennett (TW) explained that he is currently awaiting lab reports to identify the exact cause of the upset balance in the digester. He explained that this issue is fully recoverable, and explained that potentially this was a knock on effect of low sludge stock levels and likened the situation to human digestion being upset after a starvation period.</p>		

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6.3	<b>Mosquito Survey</b>		
6.4	<p><b>Mosquito Awareness:</b> R. Crawford (TW) informed the meeting that the annual mosquito leaflet that Thames Water produce in collaboration with both London Borough of Hounslow and London Borough of Richmond Upon Thames, had been sent to local residents in second week of May 2016.</p>		
6.5	<p><b>Mosquito Results &amp; Data:</b> R. Crawford (TW) introduced B. Ismay (Entomologist consultant) who provided an overview of the mosquito surveys undertaken on behalf of Thames Water. Adding that during the summer months surveys took place every week, whilst in the winter months the surveys took place once every second week. B. Ismay explained that the recent mosquito surveys reveal very low results of any mosquito activity and cites this to both R. Dennett (TW) and R. Cullen's (Eight20) team management that has resulted in eliminating potential mosquito breeding sites, and the mosquito awareness that has been a part of the training given to new and existing staff and contractors.</p>		
6.6	<p><b>Specialist Fly Talk:</b> B. Ismay (Consultant) gave a 20 minute educational presentation on flies. Explaining their purpose and the various species found in the UK.</p>		
7.0	<b>CSR at Mogden STW</b>		
7.1	<p><b>Mogden ecology:</b> L. Blake (TW) gave an overview of the immediate ecology plan for Mogden, which includes; protecting and enhancing ecology on site, signage and interpretation at the Duke of Northumberland's River, a new pontoon and visits to Isleworth Ait and bat walks.</p>		
7.2	<p><b>Community Engagement:</b> L. Blake (TW) informed the meeting of the latest community engagement activities at Mogden STW, which saw Mogden host a group of 15 international MSc students from the London School of Hygiene and Tropical Medicine. They were given a site tour, a lecture on the history of waste water treatment and a presentation from WaterAid on their work and the importance that sanitation has on health.</p>		

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8.0	<b>AOB</b>		
8.1	<p><b>MRAG meeting with Thames Water:</b>                  B. Edwards (MRAG) gave an update on the scope of work that has been drafted, between himself and Thames Water, citing it as a great collaboration.</p>		
8.2	<p><b>Storm Tank Capacity:</b>                  R. Cadbury (MP) enquired about the storm tank capacity. R. Aylard (TW) explained that the size of the storm tanks is dictated by a formula based on a multiple of dry weather flows to the site. It would be difficult to argue for increased investment in storm tank capacity above the level set by this formula. Furthermore, the storm tank capacity we currently have on the site is very large which means that any storm water that does flow to the river is very dilute. Additional investment in the storm tanks would impact customer bills disproportionately to the improvements they would make to the receiving water. He explained that Mogden is also constrained by space on the site.</p>		
8.3	<p><b>Storm Discharge to River:</b>                  R. Cadbury (MP) asked why Mogden records discharges to the river by 'events' rather than count the number of days that discharges occur. R. Aylard (TW) explained that Mogden actually display this as days on our web page, so both data points are available e.g. days and events. Typically Thames Water refer to storm discharges as events e.g. the storm tanks were used during a rainfall period and once the flows receded, the storm tanks were no longer in use.</p>		
8.4	<p><b>Wet-wipes, fatbergs and sewer abuse:</b>                  R. Cadbury (MP) asked what Thames Water and Mogden specifically were doing about wet-wipes and fatbergs. K. Knight (Resident) explained that this problem was a national problem and not restricted to Mogden, and that it was an issue that should be raised in Parliament. R. Aylard (TW) reported that Thames Water is industry leading on the issue of fatbergs, wet-wipes and rag. In fact Thames Water's press office invented the term 'fatberg' which is now used internationally to describe this problem. We estimate that we spend at least £12m a year clearing up after wet-wipes. He explained that each</p>		

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	<p>year under the strapline 'Bin It, Don't Block It' Thames Water undertake major customer education programmes in areas experiencing higher levels of sewer blockages, to raise awareness of the damage caused by the inappropriate disposal of wet wipes. In 2013/14 Thames Water directly mailed 40,000 customers with this information. This resulted in a reduction in blockages in some areas of up to 39% against the 5-year blockage average. In 2015 we up-scaled this successful work to mail over 149,000 customers in blockage hotspots. All the materials have been focus group tested to ensure they are as effective as possible. Furthermore, the water industry has engaged directly with manufacturers through the wet wipes trade association, the European Disposable And Nonwoven Association (EDANA) to develop voluntary 'flushability' standards and to create standardised warnings for packaging where products are not flushable. Thames Water is also working with water companies globally to develop an ISO standard for flushability. This three year programme, undertaken by the UK water industry's Sewer Network Abuse Partnership, will, by 2017, aim to ensure that those products that are advertised as flushable adhere to strict criteria. It is expected that these changes will have a significant impact on both consumer attitudes and pollution incidents in the future. R. Cadbury (MP) was keen to offer any support, including cross-party support alongside Dr Tania Matthias MP on this issue.</p>		
10.4	<p><b>Preferred Days</b> R. Crawford (TW) asked the meeting if certain days were more preferable than others to hold Residents' Meetings. R. Cadbury (MP) agreed that Thursdays are the most suitable days to hold the meetings for both MPs and Local Councillors.</p>		
	<p><b>Next Meeting:</b> The next Resident Meeting will be held in September 2016, the exact details are TBC.</p>		