

Mogden Sewage Treatment Works

Residents Meeting

8 October 2014



Agenda

- Review and actions of previous minutes
- Operations and communications
- Improving Mogden: our chief executive's promise
- Mosquito survey results
- Duke of Northumberland River clean up
- AOB

Operations and communications

Update

- The next Mogden Update newsletter is prepared. We are just waiting for the results of the Odournet survey so we can add these in. The newsletter contains details of how we are improving equipment on sites, our performance, and deterring mosquitoes.
- Cecilia Larkin will be taking over as Mogden's dedicated communications advisor on 3 November 2014.

Improving Mogden: our CEO's commitment

Councillor Steve Curran, leader of the London Borough of Hounslow, recently wrote to our chief executive, Martin Baggs. He wanted to know what Thames Water is doing to improve odour management.

The key points raised are as follows:

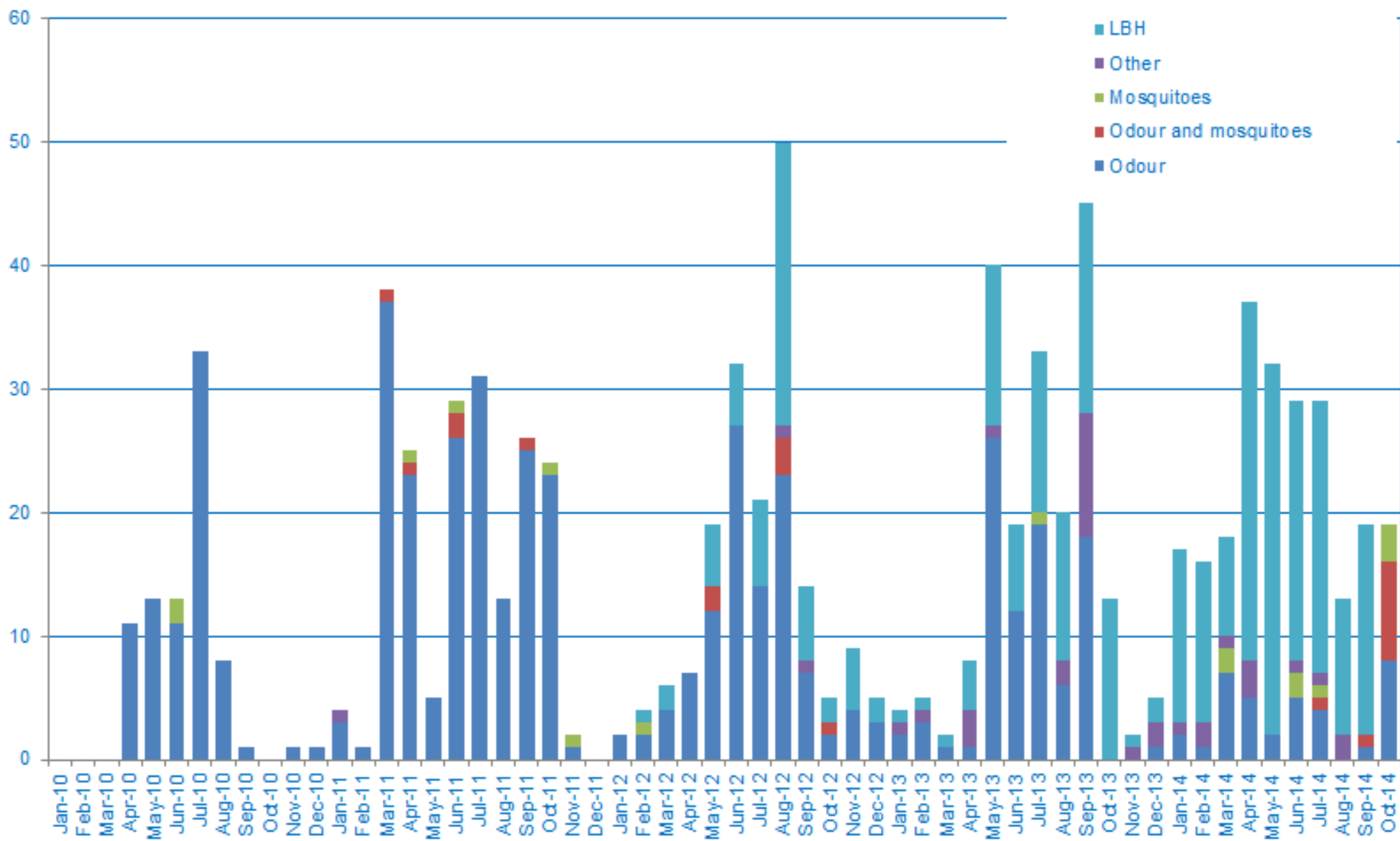
- The borough is trying to attract more investors, and will be hosting the Rugby World Cup in 2015 with many hundreds of thousands of people coming here from across the globe.
- It is an opportunity to promote Hounslow to the full, showing the borough in the best possible light, including many open air events.
- Odour will not assist in this goal.

Improving Mogden: our CEO's commitment

In response Martin Baggs has committed to delivering the following improvements over coming months:

- We very much recognise our responsibility to ensure that our site does not have a negative impact on the local community.
- To improve our speed of response to maintenance and general housekeeping issues which could cause odour we will be increasing the number of staff working on site.
- Effective cleaning of the storm tanks after each time they are used remains important. We are therefore refurbishing equipment and investigating improved technology to further reduce the risk of odour following storm events. This work is planned to be completed in November 2014.
- We are also developing a project to reduce the potential risk of odours developing in the storm tank hoppers.
- The digester area is a potential source of odour. Further work to improve digester mixing and level control on all 16 digesters will be completed by January 2015.

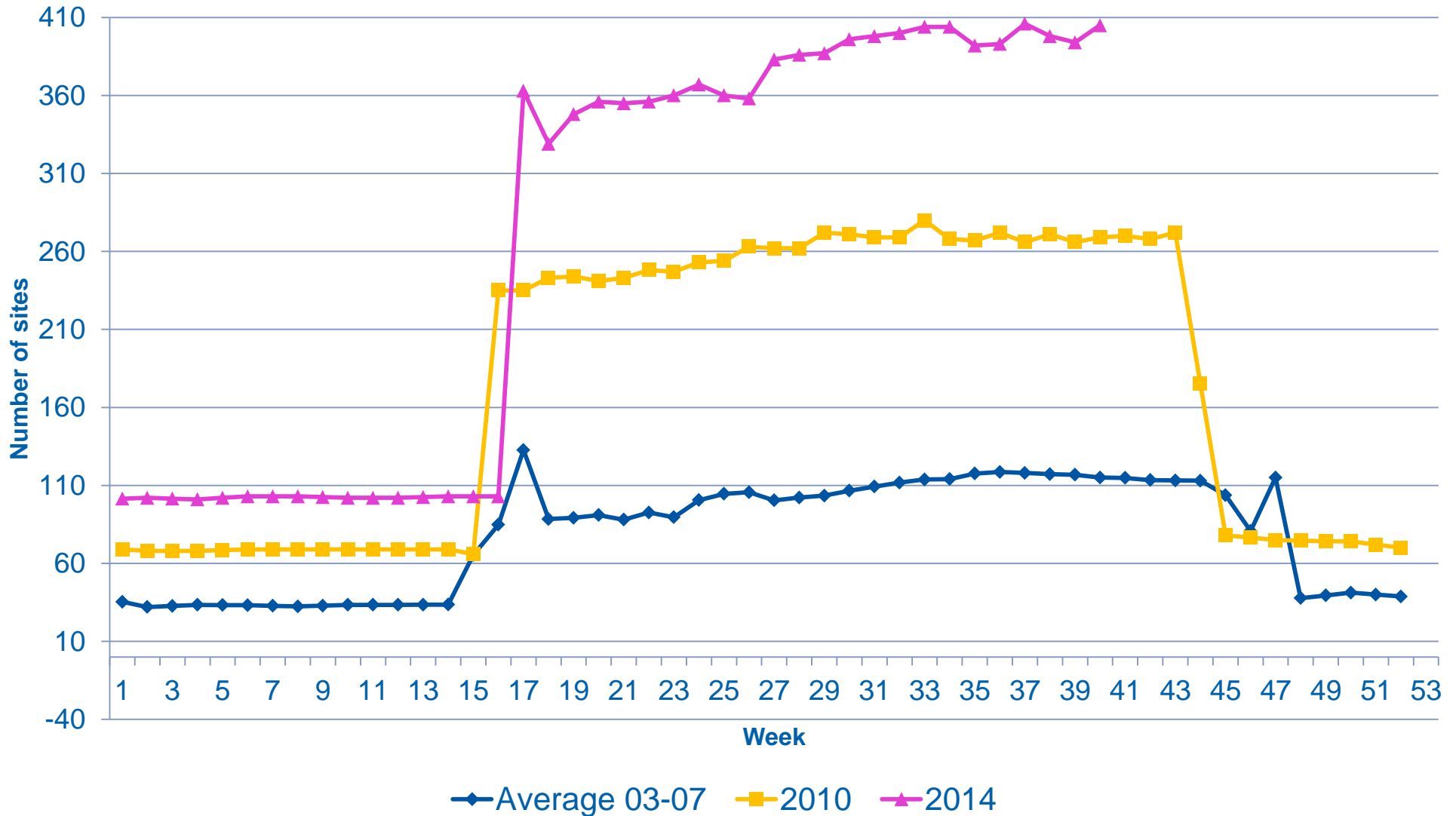
Customer complaints



Mosquito survey results

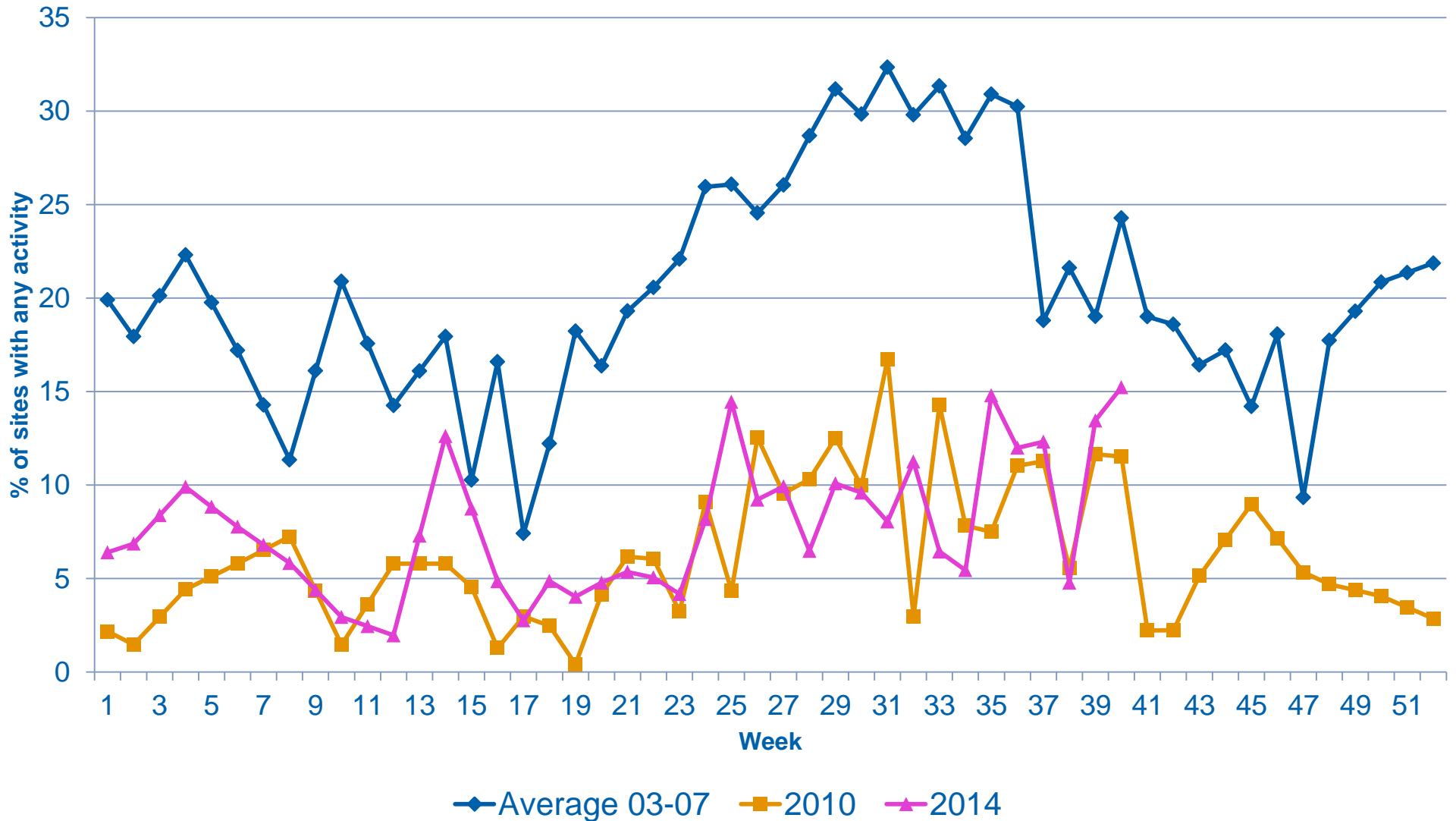


Number of sites surveyed



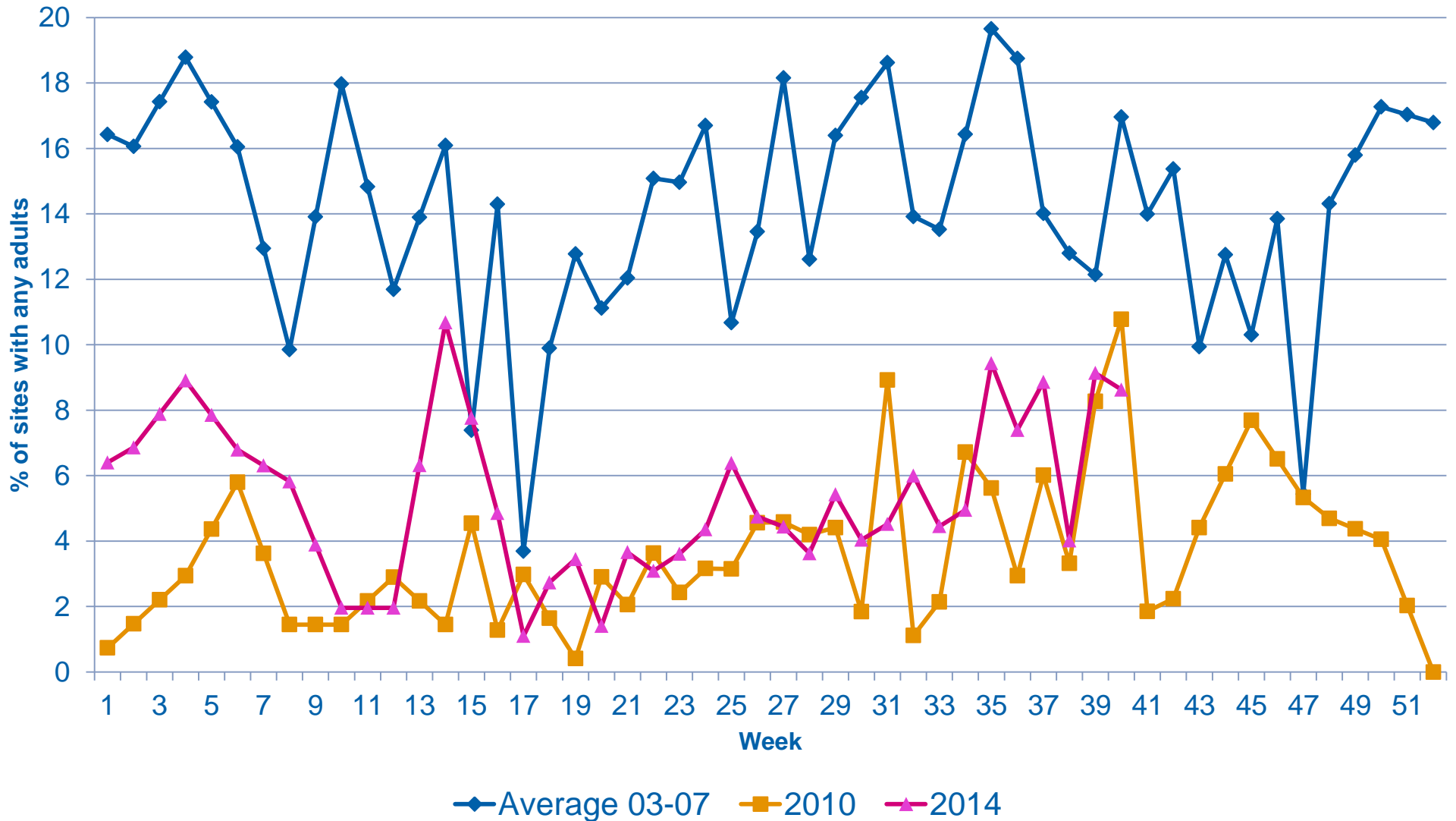
Mosquito survey results

Sites with any activity



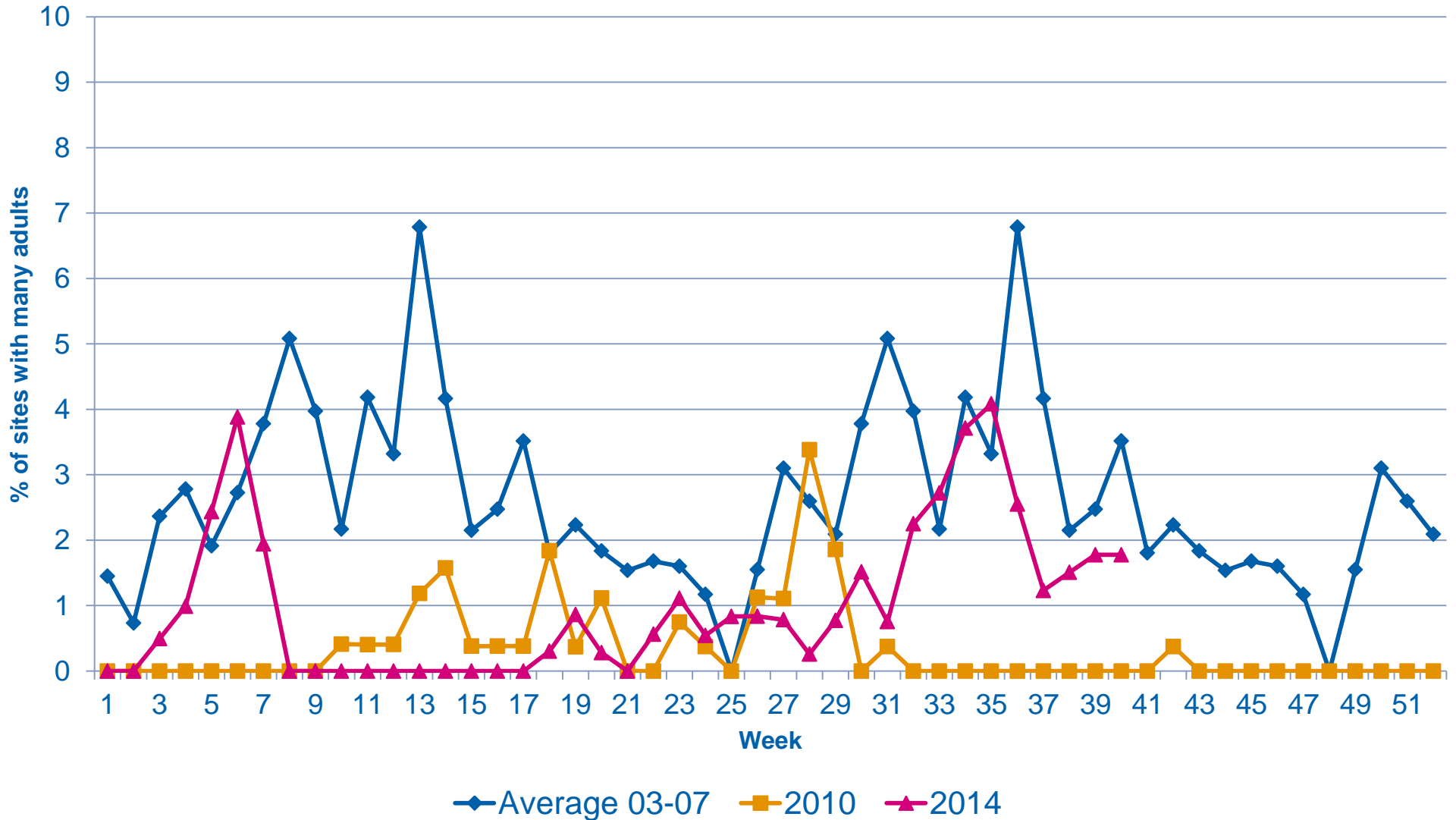
Mosquito survey results

Sites with any adults



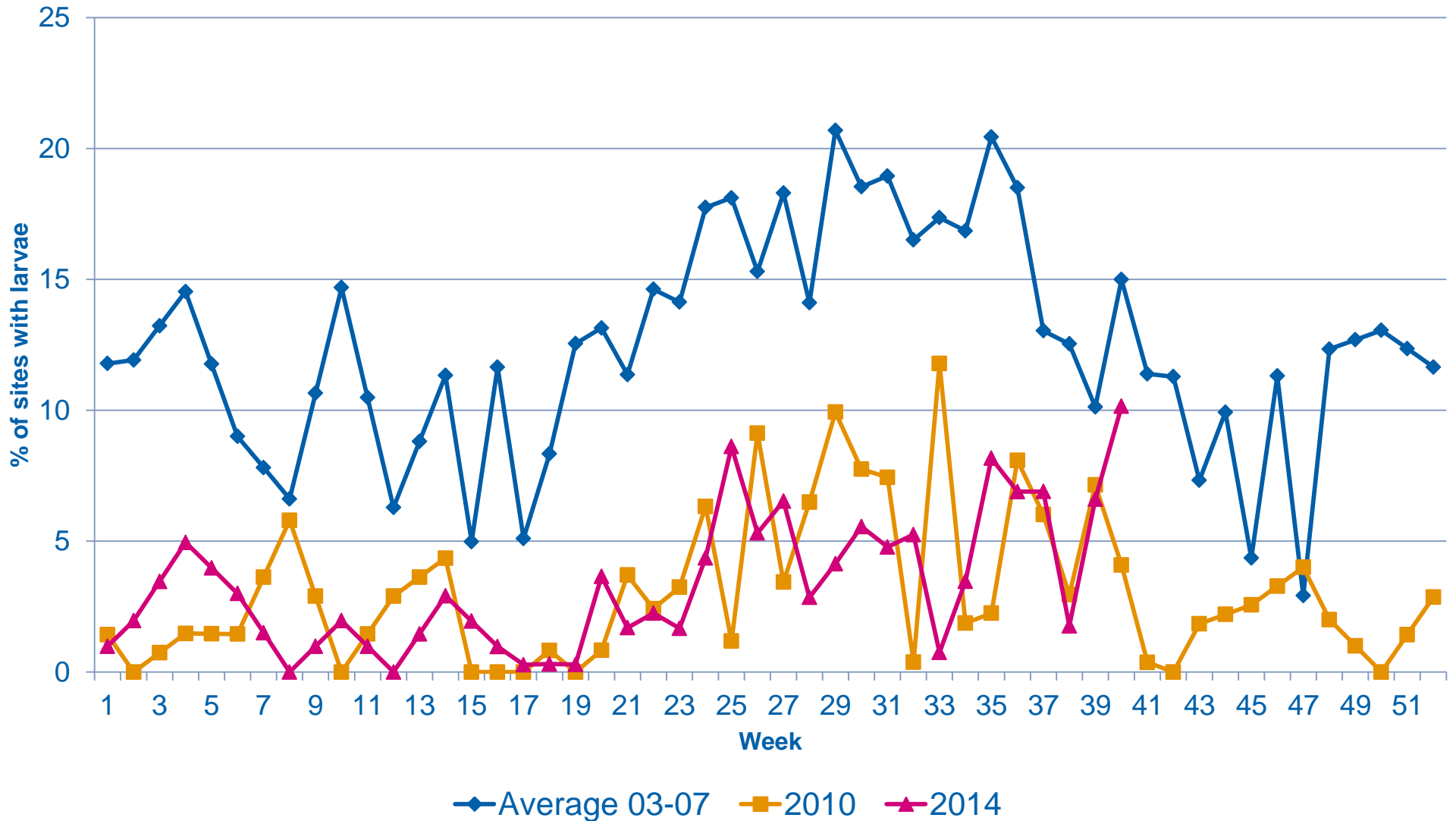
Mosquito survey results

Sites with many adults



Mosquito survey results

Sites with larvae



Duke of Northumberland River clean up

Wednesday 15 October 2015

We will be bringing a team of 20 Thames Water volunteers to clean up the Duke of Northumberland River.

Which areas would you like to see us target?

AOB

Proposed dates of future meetings

- Wednesday 4 February 2015
- Wednesday 10 June 2015
- Wednesday 7 October 2015

Need to contact us about Mogden?

Call the Mogden 24hr line: 0845 641 0030

Visit our website: www.thameswater.co.uk/mogden

Write to us:

Customer Feedback

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