

# Residents Liaison Meeting



Date/Time: 26<sup>th</sup> September 2007 – 5.30pm  
Venue: Conference Room, Mogden STW  
Chair: Richard Aylard, Thames Water

## Attendees:

| Name               | Representing   |
|--------------------|--|
| Andy Marshall      | Bankside Close   |
| Bruce Montgomery   | Cole Park Residents Association                            |
| Cllr Andrew Dakers | London Borough of Hounslow                                 |
| Cllr Barbara Reid  | London Borough of Hounslow                                 |
| Cllr Liz Jaeger    | London Borough of Richmond                                 |
| Cllr Paul Fisher   | MRAG Committee Member                                      |
| Jane Talbot        | Queensbridge Park North                                    |
| James Clarke       | Thames Water, Project Engineer                             |
| Joyce Diment       | Woodlands Estate Resident                                  |
| Judy Maciejowska   | North St Margaret's  |
| Keith Knight       | St John's  |
| Keith Gardner      | Thames Water, Catchment Manager                            |
| Marianne Welsh     | MRAG Committee Member                                      |
| Michael Mehta      | London Borough of Hounslow                                 |
| Natalie Wilder     | Thames Water, Communications Consultant                    |
| Nick Fawcett       | Thames Water, Project Manager                              |
| Richard Aylard     | Thames Water, External Affairs and Sustainability Director |
| Rosemary Bunce     | Old Isleworth Four Roads                                   |
| Scott Wilkins      | Thames Water, Operations Manager                           |
| Simon Anderson     | Weavers Close Resident                                     |
| Tony Smith         | IVYTAG   |
| Shaun Case         | London Borough of Richmond                                 |
| Cllr Phil Andrews  | London Borough of Hounslow                                 |
| Suresh Kamath      | London Borough of Hounslow                                 |

Thames Water Utilities  
Mogden Sewage Treatment  
Works, Mogden Lane  
Isleworth, Middlesex TW7 7LP  
T 020 7713 3573  
F 020 7713 3506  
I [www.thames-water.com](http://www.thames-water.com)

Registered in England and Wales  
No. 2366623, Registered office  
Clearwater Court, Vastern Road, Reading,  
Berks, RG1 8DB



| No | Item  | Actions |
|----|---|---------|
| 1. | <p><b>Site Visit (17.30):</b></p> <p>James Clarke &amp; Keith Gardner led the tour around the Odour Improvement Works on the East Side of Mogden Sewage Treatment Works.</p>  |         |
| 2. | <p><b>Apologies received from:</b></p> <p>Councillor Matt Harmer, Mrs M Holmes, Mr Barry Sullivan, Mr Brian Palin, Mrs B Stevens, Ms Rachel Addis, Cllr Lilly Bath, Cllr Sally Cole, Mr Tony Bull, Mr Barry Edwards, Ms Hanifa Dobson, Mr Murray Edwards, Mr Simon Eaton-Walker, Mr Phil Hayman, Mr Steve Taylor, Mr Trevor Whittall, Ms Rosemary Coomber,</p>  |         |
| 3. | <p><b>Odour Improvement Project</b></p> <p>James Clarke presented the scope, progress to date and updated photos of the odour improvement project. James also explained that the drivers on the progress of the project were dictated by 3<sup>rd</sup> Party expertise.</p> <p>Nick Fawcett also presented progress to date on the improvement works and explained that we are progressing well in terms of the abatement notice, although progress could be affected over the coming months due to shorter daylight hours.</p> <p>Cllr Paul Fisher asked if the Skips would be permanently covered. Nick Fawcett replied that they are in progress to be fully covered, that cladding would be put on the structure of the covers and then they will be connected to the Odour Control Unit.</p> <p>Michael Mehta asked if the classifiers would be kept on the works. Nick Fawcett replied that yes they would be as part of the odour Improvement works. James Clarke confirmed.</p> <p>Paul Fisher asked if the Storm tanks were currently in use. Nick Fawcett replied that they were at the moment. James Clarke explained that although we focused on the covered areas of the works, we will also be working on the uncovered tanks to ensure that their cleaning and draining equipment is updated.</p> <p>Jane Talbot asked why we are using Chemical &amp; Biological methods on site. Nick Fawcett replied that we have selected to use a chemical scrubbing plant on site, there is a scale issue that means using other methods takes up a lot of space, that isn't available, the chemical treatment uses less space and is more intensive.</p> |         |



|    |  |    |
|----|--|----|
|    | <p>Jane Talbot asked if there is any difference in terms of noise from Chemical or Biological Methods, Nick Fawcett replied that both pull the same airflow and there would be no difference in noise.</p>   |    |
| 4. | <p><b>Noise Issue</b></p> <p>Nick Fawcett explained the progress on the noise reduction works and explained that the configuration of the plant is almost complete, with a noise survey due to be carried out.</p> <p>Richard Aylard asked if residents had noticed a reduction in noise. Keith Knight responded that the noise had been greatly reduced but there is sometimes still a slight background noise.</p> <p>Richard Aylard asked if we can 'fine tune' the plant to assist with future noise reduction. Nick Fawcett replied that it is a possibility and we have not yet undertaken the noise survey to measure the reduction, as the works were not complete sufficiently until now.</p>   |    |
| 4. | <p><b>Odour- Operational Issues</b></p> <p>Scott Wilkins gave an overview of notification since the last meeting.</p> <p>Suresh Kamath asked why the channel cleaning notification was a reactive one. Keith Gardner responded that this type of work in past experience has not generated any odour issues, but on this occasion the workers on site recognised that odour was being generated. Although this type of activity has not previously caused an odour issue, this time while in the process of decommissioning the channel more grit was found than on previous occasion and Thames Water felt it was necessary to explain this and issue a reactive notification that this could have caused more odour, although this has not previously been an issue for channel cleaning.</p> <p>Clr Jaeger asked would odour be created when channel cleaning is done in the future. Keith Gardner explained that the velocity channels have all now been covered and these were the last two to be cleaned and covered so there shouldn't be any further odour issues from this area.</p> <p>Marianne Welsh asked what occurred on the 8<sup>th</sup> of August, that the odour from Mogden was horrific, with the Whitton area being particularly bad. Keith responded that he did not have the information for this date to hand but he will investigate and respond to Marianne as soon as possible</p> | KG |



with an explanation.

**Post Meeting Note:**

As requested by Ms Hanifa Dobson:

'Ms Dobson recorded a complaint of odour on the 25<sup>th</sup> September and is of the opinion that the odour is continuing and is present all of the time. Ms Dobson has concerns regarding any proposed expansion to the works, given that in her view, Thames Water have not and are not dealing effectively with the present odorous situation.

Noted

Jane Talbot queried that the Mosquito complaints seem to be very low, is this due to the wet Summer or the works on site at Mogden. Scott Wilkins responded that it is difficult to tell which is responsible for the low number of mosquito complaints but said that it is likely to be due to a mixture of both factors and that we will continue to monitor the situation using a specialist external company.

Cllr Paul Fisher, asked if the list of complaints included MRAG complaints.

Richard Aylard responded that it includes all the complaints received by Thames Water. Scott Wilkins confirmed this.

Cllr Jaeger asked if there was a graph available of quantitative complaint information. Keith Gardner replied that correlation is looked at when we receive complaints, we look at data that we have collected on site and compare this against complaints received to see if there is a link. We use odour monitors on the site and measure the information. Graphs are available on the website.

Cllr Jaeger asked if we are seeing an improvement and trend in the data from the odour monitors. Richard Aylard responded that there are many variables to take into consideration from the weather to the works that are happening on site, so it is difficult to measure year on year.

Suresh Kamath asked about the odour monitors that we have on the boundary of the site and asked if the odour monitor readings are more or less than last year. Richard Aylard said that we cannot compare the two as weather patterns have such a large affect and again the works that are happening on site this year will be different to last year.

Suresh Kamath asked if there are any trends and correlation between the two different years data and Cllr Andrew Dakers asked if we could put the data year on year to compare the two. Scott Wilkins replied that we need to decide when is the best time to compare the data to give a



|    |   |                     |
|----|---|---------------------|
|    | <p>fair and consistent comparison and this is something we will look into.</p> <p>Cllr Barbara Reid asked if all complaints were recorded. Scott Wilkins replied that all complaints that Thames Water received are recorded on a spreadsheet.</p> <p>Michael Mehta said that he has some concerns about the Odour Control Unit shutdown- can this be explained. Keith Gardner explained that the shutdown was required as the granular media in the Odour Control Unit needs to be topped up approximately every 2 years as part of routine maintenance to the unit, this is what was required during the shut down.</p> <p>Cllr Jaeger asked if the independent odour monitor readings that will take place will be available in the public domain. Keith Gardner responded that yes, we will be publishing them, most likely on the website.</p>   |                     |
| 5. | <p><b>Mosquitoes</b></p> <p>Scott Wilkins gave an overview on the Mosquito reduction project. James Clarke explained that the Mosquito project is essentially complete although there are still a few Health &amp; Safety Issues that hinder progress in areas of over-wintering such as the digester, Aeration galleries and pumping station. Although we are continuing to do as much as possible and continue to have the areas independently monitored by experts.</p> <p>Joyce Diment asked if there was a lower temperature that Mosquitoes do not become active. James Clarke replied that it is around 10 degrees.</p> <p>Gerry McCarthy asked about the efficiency of the larvicide that is used. Keith Gardner replied that this has just been reassessed and reviewed and that we can find out from the company who uses the larvicide for us.</p> <p>Cllr Jaeger asked if we consider larvicide as biological control or is this chemical control. Keith Gardner responded that as a result of our regular independent inspections we respond to any identified issues depending on what we are trying to treat in the best way possible as advised by experts in this field</p> <p>Shaun Case explained that the larvicide attacks the stomach of the larvae and prevents them from growing any further, and can provide more information if required.</p> | <p>KG</p> <p>SC</p> |



|    |  |  |
|----|--|--|
|    | <p>Jane Talbot asked if there is any relationship between covering parts of the site and the amount of standing water that there is on site. Keith Gardner explained that the Mosquito Project and the odour improvement works are two different projects, he explained that the covering of parts of the works was considered with Mosquito breeding sites in mind and more investigations and surveys will continue to be carried out during and after the Odour Improvement works to ensure that the covers will not be creating any more standing water areas.</p>   |  |
| 6. | <p><b>Communications</b></p> <p>Richard Aylard and Natalie Wilder gave an overview of the Communications channels that are available.</p> <p>Cllr Barbara Reid asked if we are aware of planned work if a notification could be sent out as soon as possible. Richard Aylard responded that we try to notify residents as soon as possible about planned work so that they are made aware of any issues that may arise due to works.</p> <p>Cllr Barbara Reid asked if it was possible to have the Mosquito advice leaflet distributed earlier as there was a delay this year. Keith Gardner responded that we aim to start work on this much earlier so that we can have this information distributed before the Summer.</p>  |  |
| 7. | <p><b>Working for a cleaner Thames.</b></p> <p>Nick Fawcett presented an update of the works to date and explained what will happen once the works are complete. Nick explained that there had been a delay in submitting the planning application due to some technical issues that need to be worked through. The information that was gathered following the public meetings in local libraries will form part of the planning application.</p> <p>Cllr Phil Andrews asked how this project is related to the odour improvement works. Nick Fawcett explained that this is a separate project to improve the quality of the effluent flow and environmental impact on the River Thames. Nick Fawcett also explained that the odour control technology will also be implemented in this area.</p> <p>Michael Mehta asked if we will be using the existing Odour Control Units or if we will be adding any additional units. Nick Fawcett replied that we will be adding additional units</p> |  |



|    |  |  |
|----|--|--|
|    | <p>in this area.</p> <p>Andrew Dakers asked if noise will be increased with this work. Nick Fawcett explained that we will be sensitive to noise and will be learning from previous experience with existing Odour Control Units and specify that we require noise reduction measures to be put in place on any additional units.</p> <p>Michael Mehta suggested that this can be included in the planning application.</p> <p>Nick Fawcett explained that we must emphasise that we are not expanding the catchment area, we are just increasing the volume of flow that we can treat.</p> <p>Cllr Jaeger asked in the last 5 years how many times could we have prevented discharge to the River Thames if the new works had been completed. Nick Fawcett replied that we anticipate approximately 80% reduction in storm water discharge to the River Thames.</p> <p>Jane Talbot asked if it was possible to do this work without planning permission and if there are any contingency plans in place should we not receive planning permission. Richard Aylard explained that we must have planning permission to start work and that should planning permission be refused will then need to look at contingency planning. At this stage we are to strongly push ahead with our planning permission so that we can start work.</p> <p>Jane Talbot expressed concern at the possibility of an increase in noise if we are increasing the amount of flow. Nick Fawcett responded that this will be taken into consideration in the planning application. Nick also explained that a full environmental impact assessment will be carried out so that we can mitigate any such issues.</p> |  |
| 7. | <p><b>A.O.B</b></p> <p>Bruce Montgomery asked where the responsibility for sewers begins and ends. Bruce expressed concern about the gutters on the A316 as there appears to be an issue with drainage in this area. Bruce explained that he had contacted the council who sent a tanker to clean out the drains but following the recent heavy rainfall the gutters are still not clearing quickly enough.</p> <p>Scott Wilkins replied that the highway gutters are the responsibility of the Highways Agency, although they are linked to our sewers, so this is a complex issue, clearly if</p>  |  |



|   |           |
|---|-----------|
| <p>the gutters are not clearing quickly after rainfall there is an issue and they need to be cleared. Scott suggested that the best action is to contact the Customer Centre when this occurs so that it can be logged and investigated using Vistec our in-house surveying tool.</p> <p>Richard Aylard suggested that it would be a positive move to arrange a meeting with Richmond Council to discuss any issues with the sewers/drainage.</p> <p>Suresh Kamath agreed that it is a complicated issue to decide where the responsibility starts and ends and that a meeting would be a good idea.</p> <p>Keith Knight asked if the Local Authorities have a procedure to link the cleaning of the gutters and draining away of rainwater.</p> <p>Suresh Kamath replied that there is a gutter-cleaning programme to have them cleared out every 9 months.</p> <p>Keith Knight raised an issue of a possible leaking main that he is aware of and asked if this was an issue for the Local Authority or Thames Water.</p> <p>Suresh Kamath responded that it is an issue for both, a leaking main needs to be dealt with by Thames Water but it also need to be reported to the Local Authority as it could create a road damage issue.</p> <p>Richard Aylard explained about changes to the Thames Water Team confirming that Scott Wilkins will be moving on from his current post and that a permanent replacement will be in post soon. A note will be sent to confirm the new appointment and they will be attending the next residents meeting.</p> | <p>RA</p> |
| <p>Cllr Jaeger has requested that residents be kept informed on any updates to the planning application for the 'Working for a Cleaner Thames' improvement works. Richard Aylard confirmed that we will circulate this and any updates as soon as they are available.</p> <p>Cllr Barbara Reid expressed her thanks to all that attended the residents meeting and explained that London Borough of Hounslow are keen to work with Thames Water and that any complaints that they receive are taken very seriously.</p> <p>Richard Aylard replied that Thames Water is committed to working with the London Borough of Hounslow and</p>   | <p>RA</p> |



|  |  |  |
|--|--|--|
|  | progressing the Odour Improvement Works and improving communication.   |  |
|  | <b>Proposed Date of Next Residents Liaison Meeting- 8<sup>th</sup> January 2008 at Mogden Sewage Treatment Works</b> |  |