

# Residents Liaison Meeting

Date/Time: 5 September 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 Ruth Cadbury	RC	London Borough of Hounslow
* Cllr Brad Fisher	BF	London Borough of Hounslow
* Cllr Colin Ellar	CE	London Borough of Hounslow
* Gerry McCarthy	GM	London Borough of Hounslow
* Tony Bull	TB	London Borough of Hounslow
* Murray Edwards	ME	Mogden Residents Action Group (MRAG)
* Barry Edwards	BE	Mogden Residents Action Group (MRAG)
* Clare Montgomery	CM	Cole Park Residents Association
* Keith Knight	KK	St John's Road Residents Association
* Mark Ruinet	MR	Thames Water – Operations Manager (Interim)
* Zak Espi-Castillo	ZEC	Thames Water – Process Manager
* Francis Egleton	FE	Thames Water – Local and Regional Government Liaison Officer
* Adrian Jack	AJ	Thames Water – Contract Manager
* Sonia Rana	SR	Thames Water – Communications
* Emily Goren	EG	Thames Water – Communications

### Apologies received from:

Cllr Linda Davies	London Borough of Hounslow
Cllr Ed Mayne	London Borough of Hounslow
Cllr Barbara Reid	London Borough of Hounslow
Shaun Case	London Borough of Richmond upon Thames
Brian Pailin	Queensbridge (South) Residents Company
Richard Johnston	Queensbridge (North) Residents Company

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	1.1 EG is investigating the possibility of interpretation boards being provided in public community spaces with Thames Water's community investment team. RA asked EG to get back to him by 15 October with an update.	EG
1.2	1.2 EG is to check with Thames Water's procurement department to see that there is no problem using the letterbox company that hand delivers mail that has been recommended to her for next year's mosquito awareness leaflet.	EG
1.3	1.4 EG to confirm with Joyce Diment to make sure that the permanent 'lake' by the junction of Riverside Walk with Woodlands Gardens has been resolved.	EG
1.4	2.2 GM would like a copy of the follow up odour survey carried out by Entec. ZEC replied that the report is currently with Alison Vincent for review, but committed to sending the report to GM by the end of September.	ZEC
1.5	3.3 LBH would like a copy of the gully cleansing purchase order for this year.	ZEC
1.6	3.5 TB wants the final version of the outside mosquito survey report. EG responded that John Ismay (JI) had said it would be ready by Christmas. Personal circumstances had unfortunately delayed it. TB was not happy with this and RA asked EG to contact JI and ask them to commit in writing to a deadline of 15 December.  <b>Post meeting note:</b> JI is unable to commit to this date due to workload.	EG
1.7	4.4 AJ proposed the out of office hours site visit around the new extension for either 19 or 26 September. EG will send a circular email to everyone on the residents meeting invite list tomorrow.	EG
1.8	5.3 BE has not emailed through his proposed odour mitigation testing to EG. BE said that only half the survey was done as part of the S106 odour elimination. GM replied that we need results as soon as possible, not in two years. BE said that an indicator of odour elimination of 50%, 75% or 80% reduction was needed for the old site. RA said that the extension will be odour neutral and believes it will make a significant difference. BE said that reducing the amount of odour from the existing works was key. RA replied that residents noticing odour aren't really bothered about whether the odour is from the old or new works, what they are bothered about is the odour. RA went on to add that the extension will reduce the pressure on the existing works.	BE
1.9	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	EG ran through the operations update, including: <ul style="list-style-type: none"> <li>The installation of four new pasteurisation boilers</li> <li>Mark Ruinet taking over as Area Operations Manager - Wastewater Process, South</li> </ul> EG also spoke about the operational correspondence graph showing the complaints received: <ul style="list-style-type: none"> <li>98 complaints so far this year, with 27 odour complaints in June, 14 odour complaints in July, 26 complaints in August, 23 for odour, 2 for odour and mosquitoes and 1 for grounds maintenance, and 1 odour and mosquito complaint in September</li> </ul> EG then went through the notifications issued from June to September via the Mogden notification mailing list.  EG ran through the communications update, including: <ul style="list-style-type: none"> <li>The latest Mogden Update newsletter and asked the floor what their opinion was of including a section on mosquito control due to the problems with the mosquito leaflet delivery this year? The consensus was yes, include the information</li> </ul>	EG

Item	Description	Action
2.2	<p>GM asked what the date was for taking out the west side primary settlement tanks (PSTs)? AJ replied that he would confirm the date with GM. GM then asked what the original target date was for this work. AJ replied June. RA added that there is no incentive for us to delay. AJ continued that the delay was due to a problem with contractor delivering the odour control unit (OCU) that covers the new inlet works and PSTs. In the end the contract has had to be terminated. AJ went on to say that this would not affect the other OCU, as a different company was building it. BF asked if he could tell his constituents that they would notice a difference by the end of the month. Both RA and AJ said yes. GM said that he was tired of all the updates. ZEC replied that the existing PSTs were in service. GM answered that not all the scrapers were working. ZEC disagreed, saying that the low sludge stock on site were evidence that they are. GM replied that on his site visits he sees surface scum and gassing.</p> <p>BE said that he asked a year ago for details on the use of the storm tanks, and he wanted a notification to this end. BE then mentioned that an abatement notice had been issued on the storm tanks.</p> <p><b>Note:</b> The 'East Side Storm Water Tanks &amp; Hoppers Management Plan' that forms part of the Mogden Odour Management Plan was created, and is strictly adhered to, in response to the abatement notice referred to above.</p> <p>RA replied that we never said we wouldn't use our storm tanks. EG added that in response to BE's original request, Mogden's storm flow data is now added to the Mogden webpages on the Thames Water website in graphical format. GM also talked about the Section 106 conditions that form part of the planning permission granted to Thames Water for the new extension.</p> <p>BE said that Steve Taylor of MRAG believes that there is a serious catastrophic failure on site if the complaints being received are not due to storm tank odour. RA said that storm tank usage is normal and not a failure on site. GM added that he thought that the west side PSTs were the problem. BE said that he can't go out in his garden because of odour and that it gets into his house. RA replied that the new extension will make flows into Mogden during rain easier to manage. ZEC added that the storm tanks and the west side PSTs were all operating normally and being monitored. BE said that the odour was a source of frustration and that it still smells just as bad and lots of people are complaining. ZEC said that the extension will help and the west side rectangular PSTs will be covered.</p>	
2.3	<p>BE asked about odour from aeration lanes. ZEC replied that GM will have the new Entec report by the end of the month.</p> <p>BE said that MRAG want to see odour reduction or elimination, and it was why they took Thames Water to court. RA replied that we cannot guarantee that Mogden will never smell in the future but repeated that the extension will help. BE responded that residents who don't attend these meetings say that it stinks the same. RA apologised, but said again that we can't make it odour free all the time.</p>	
2.4	<p>EG is to inform RA and MR if there are problems with the odour trends in future. EG aims to have the trends up to date by the end of next week.</p> <p>GM is having a problem getting the odour monitor data from our SCADA system during his weekly site inspections. ZEC will ask Andrew Georgiades to show GM how to access Iconics.</p>	EG ZEC
2.5	<p>ME asked if BF's complaint data is included in Thames Water's complaint numbers. EG said no. BF said that he sends his complaints to GM via their Mogden inbox, which then goes to Ofwat. GM added that he includes their complaints in the site inspection reports. EG said that adding these complaints in will skew the data from previous years. RA replied that he felt they should be included. EG said that she would add them as a separate category so that they could be clearly seen.</p>	EG
<b>3.0</b>	<b>Odour</b>	
3.1	<p>Cllr Ed Mayne had raised an issue regarding odour around Memorial Square (TW7 6DL). EG said that after investigation from Networks it seems that a drop pipe entering the trunk sewer at this point causes turbulence and potentially the odour</p>	MR/EG

<b>Item</b>	<b>Description</b>	<b>Action</b>
3.2	<p>noticed. MR is to investigate possible solutions. EG is write to Cllr Mayne to update him and also provide this information to attendees of the next meeting.</p> <p>BE said that there is constant odour on the wind, and a high pressure recently had given rise to odour everywhere. RA replied that inversions can cause odour to become trapped. BE continued that he moved from the St Margarets area to Old Isleworth due to odour but has been noticing odour again this year in particular. BE added that even people in Twickenham are suffering.</p> <p>ZEC said that he lives in Whitton Dene but doesn't notice odour on the level mentioned in the complaints that we receive. ME replied that he lives in Whitton Dene too but does notice odour, although he is not as badly affected as other residents. ME estimated that for 10 smelly days, ME might notice odour on two.</p>	
4.0	<p><b>Mosquito survey results</b></p>	
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 said that complaints had been low this year and ties in with the data presented by Thames Water. TB asked if EG could tidy up the graphs by taking off the accumulated data.</p>	EG
5.0	<p><b>Sewage Treatment Work Upgrade Project – an update</b></p>	
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</li> </ul>	
5.2	<p>AJ said that wastewater had been let into the new screens this week. The existing west side rectangular PSTs have two tanks currently out of service. They will be brought back online before Christmas and will be fully odour controlled.</p> <p>The new aeration lanes feature the latest technology in air diffusers which give more surface area per square metre. This is the first time that these have been used in the UK. Two lanes will be brought into service in November 2012.</p> <p>The commissioning of the OCUs is dependent on LBH. OCU11 which will be treating the air from pasteurisation has 50% redundancy built in.</p> <p>The embankment is being reduced to its final height. A lot of time has been lost due to the weather this year and so the working day will probably need to be extended to 7pm to stay on schedule for March next year.</p>	
5.3	<p>ME asked about the life of the carbon media in the new OCUs. ZEC replied that it lasts for around five years. ZEC added that all the OCUs at Mogden are checked and serviced monthly by OSIL (Odour Services International Ltd).</p> <p>ME then asked if LBH had approved the extended working hours on the embankment? GM said no, although Thames Water had asked, however, if complaints are received then LBH will formally step in. BF said that he had received no complaints so far.</p>	
6.0	<p><b>AOB</b></p>	
6.1	<p>EG requested that attendees of this meeting RSVP so that a slide pack can be printed for them.</p>	All

<b>Dates of future meetings</b>	Wednesday 5 December 2012 Wednesday 6 March 2013 Wednesday 5 June 2013	<b>Time</b>	6pm
<b>Location</b>	Conference Room, Mogden STW		