

Residents' Liaison Meeting



Minutes of Meeting

29 September 2016, Conference Room, Mogden STW
at 6pm

Attendees	
Organisation	Name
Thames Water	Richard Aylard (Chairman)
	Nigel Watts
	Tony Stanbridge
	Richard Dennett
	Rebecca Crawford
	Ian Cranshaw (<i>Consultant</i>)
	Ian Ware
	Cecilia Larkin
Public Representatives	Charlotte Watson <i>on behalf of Ruth Cadbury MP</i>
	Cllr Ed Mayne
London Borough of Hounslow	Gerry McCarthy
	Tony bull
Richmond Council	Jason Andrews (<i>apologies</i>)
	Andrew Gordon
MRAG	Barry Edwards
	Steve Taylor

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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. A warm welcome was given to the new Environmental Health Officer for the London Borough of Richmond upon Thames, Andrew Gordon, who has taken over from Shaun Case.</p> <p>The chairman outlined the agenda for the evening's meeting.</p>		
2.0	<p>Review of previous minutes</p>		
2.1	<p>R. Aylard (TW) went through the actions from the previous meeting on 26 May 2016.</p> <p>Action 1 Thames Water to review the bund appearance on the West side of STW and provide feedback to London Borough of Hounslow.</p> <p>Deliverable 1 R. Dennett (TW) confirmed that work is ongoing with Eight2o reviewing landscaping options and will report back to Gerry McCarthy in due course.</p> <p>Action 2 Thames Water to review the possibility of planting mature trees on the bunds around site.</p> <p>Deliverable 2 R. Aylard (TW) informed the group that R. Dennett (TW) will present slides on the constraints of such a proposal during tonight's presentation.</p>		
3.0	<p>Operations & communications</p>		
3.1	<p>Update on current major investment work: R. Dennett (TW) gave an overview of the current major investment at Mogden STW.</p>		
3.2	<p>Blower House & Air Main: R. Dennett (TW) reiterated from the last meeting that the new Blower House and Air Main will create air flow for 40% of the sewage treatment process at Mogden.</p> <p>R. Dennett (TW) stated that commissioning will commence in November 2016, with a</p>		

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	<p>final handover from Eight20 to Thames Water estimated to take place in early April 2017. After completion a landscaping phase is planned.</p>		
3.3	<p>CHP replacement: R. Dennett (TW) provided an update on the CHP Project; he confirmed that construction phase is underway. Furthermore, testing and commissioning of engines will commence in October 2016, the electrical control system upgrade will start in January 2017 and the engines fully operational by April 2017 when the CHP replacement will be working at optimum performance.</p>		
4.0	<p>Mogden Update</p>		
4.1	<p>OCU Issues: Due to the high level of odour complaints that Thames Water received in July and August 2016, R. Dennett (TW) provided an explanation of the technical issues on site that were responsible for the odour that led to these complaints.</p> <p>Notification 14 July OCU 12 Extraction failure: R. Dennett (TW) explained that on the evening of 13 July 2016, the condensate trap on the South side Odour Control Unit (OCU), became blocked, leading to a build-up of condensation water and sludge, ultimately blocking the pipework. He further explained that the Pasteurisation part of the plant is made-up of 12 vessels (these vessels are filled with sludge), there is extraction from these vessels to the OCU which treat odorous air. The pipes that connect the vessel to the OCU has what is known as a condensate drainage system, and this essentially discharges water that has occurred through the condensation in the air pipes.</p> <p>As a result of these blockages odorous gases escaped from the Pasteurisation vessel, and this is what caused the odour issues.</p> <p>E. Mayne (Cllr) asked why it took four days to rectify and questioned whether it was because it happened over the weekend.</p> <p>R. Dennett (TW) explained that it was an unexpected and unforeseen occurrence, and that the asset had been checked</p>		

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<p>before the weekend commenced. G. McCarthy (LBH) asked what could be done to prevent this situation presenting itself again. R. Dennett (TW) stated that the failure could not have been fixed by having a spare on standby, rather that it was down to asset duty availability.</p> <p>N. Watts (TW) summarised that going forward Thames Water will review the current spares on site and finance will be made available to ensure that sufficient spares are in place at Mogden STW. Additionally, should an asset failure similar to the problem with OCU 12 happen again and cause an odour impact, it will be classified as an 'Event' and that the team at Mogden will be provided with the addition support required. R. Aylard (TW) explained that Thames Water classify situations that require urgent attention, such as burst pipes or pollution events as an 'Event', whereby a specialist team is put in place to oversee a solution, allocating additional resources if required.</p> <p>Notification 20 July OCU 11 Fan Motor Failure:</p> <p>R. Dennett (TW) explained that on 20 July 2016, we experienced a failure with the fan on OCU 11 (West of the site). Emergency work was carried out to ensure normal operation within 24 hours. He explained that the team took an informed decision not to switch over to a standby asset, as this asset had a valve failure which could have resulted in severe damage, and be out of operation for potentially 6-8 weeks. N. Watts (TW) agreed that the correct course of action was taken by the team and asked if monthly checks of spares were in place. R. Dennett (TW) stated that checks were in place and that the louver (the part of the OCU that had failed) had been inspected prior to the motor failure, and said that he is in ongoing talks with the designers over possible causes of the louver failures.</p> <p>R. Dennett (TW) noted that the OCU failures in July accounted for 70.3% of all odour complaints received that month.</p> <p>S. Taylor (MRAG) raised the issue of housekeeping on site, and felt that this alongside storm tanks is another reason for odour issues. R. Dennett (TW) stated that</p>		
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<p>the storm tanks are in better condition than previously and that number 8 needs improvement. R. Aylard (TW) asked G. McCarthy (LBH) what his views were regarding the storm tanks based on the weekly council site inspection. G. McCarthy (LBH) stated that the storm tanks are of huge importance and those he double checks with the storm logs, stating that the straight facts are included in the council reports.</p> <p>S. Taylor (MRAG) stated that the odour logging and odour investigations undertaken by the staff at Mogden needed improvement, as he felt there were discrepancies between these documents and the weekly council inspections. G. McCarthy (LBH) agreed that the odour logging and inspection reporting did need to improve. T. Stanbridge (TW) reminded the group that notes on investigations may not always show in the odour log book but rather the site log book, however, that it was no excuse and that R. Dennett (TW) was improving performance across the site continuously, including lowering sludge stock levels and improving digester seals.</p> <p>There was then a lengthy discussion of various 'housekeeping' matters with Steve Taylor and Barry Edwards making it clear that whilst they were prepared to accept that occasional equipment failures would inevitably occur and lead to short-term odour impacts, they regarded the performance of the site in other respects as having been unacceptably poor over the course of the summer. Residents were very unhappy and improvements were urgently required. The Mogden team's response was that they understood these concerns and would continue to work hard to address them.</p> <p>Notification 30 August OCU 12 Extraction Failure: R. Dennett (TW) explained that on 30 August 2016, we experienced a failure with the temporary pipework. The diversion pipework had commenced on 23 August, it was checked before the Bank holiday weekend on Friday 26, but unfortunately on Sunday the joints of the pipework failed due to vibration and failure of adhesion which led to odour impacts and 21 odour</p>		
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	<p>complaints. The issue was resolved by Tuesday morning, as the Health and Safety planning took place on the Monday. R. Dennett (TW) stated that this OCU failure was directly responsible for 81% of all odour complaints received in August.</p> <p>Pumping Station Wet wells: R. Dennett (TW) said that another source of odour, especially by those experienced North of the site was identified on 30 August and transpired that a prior adjustment that had been made to the main pumping station wet well (water) level on grounds of optimising the pumping station performance, had inadvertently caused higher odour emissions. Subsequently the wet well levels were adjusted in order to reduce odour emissions from the main pumping station which is located on the North end of the site. Additionally the door to the pumping station was open to allow for maintenance on the main pumping station sump pump. Both of these points could have played a contributing factor in recent odour issues. By midday on Wednesday 31 August the operating set point had been altered and the door closed, with the odour monitors around site reporting less spikes.</p> <p>S. Taylor (MRAG) enquired about septicity testing. R. Dennett (TW) stated that the inlet works is dosed and covered with Odour Control Units in operation. I. Cranshaw (Consultant) explained that this was standard practice, and that Thames Water does measure the H₂S in the head space of the wet well and this is logged, confirming that gas phase monitoring is standard practice.</p> <p>Noise Survey: R. Dennett (TW) gave an overview of the site wide noise survey that took place in July 2016. As a result the set points in E Battery RAS kiosk have been adjusted, air conditioning has been approved and the operational use of the centrifuges has been altered in order to reduce noise impacts.</p>		
4.2	<p>Scheduled works: R. Dennett (TW) provided an update on the current status, confirming that the PST Refurb Programme will be 50% complete by June 2017, whilst Tanks 13 – 25 will be</p>		

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	<p>completed by March 2017. All tanks will be finished by 31 March 2017. Furthermore the refurbishment of the West side conveyors will be complete in 2 months' time. He stated that the E Battery mixers are due to be installed and commissioned by December 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>		
4.3	<p>Update Mogden Landscaping: Action – Thames Water to review the bund appearance on the West side of STW and provide feedback to London Borough of Hounslow.</p> <p>R. Dennett (TW) presented a slide on the constraints of planting mature trees on the bund, and provided alternative options.</p> <p>For the next meeting Nicola Hamill of Eight20 will present on landscaping options for the West-side bund.</p>		
6.1	<p>Stakeholder communication & engagement</p> <p>Odour complaints: R. Crawford (TW) announced that since the last Residents' meeting held on 26 May 2016, Mogden had received 10 odour complaints in June, 37 in July, 21 in August and 18 in September. Whilst London Borough of Hounslow had received 3 odour complaints regarding Mogden STW in June, 39 in July, 26 in August and 7 in September, G. McCarthy (LBH) informed R. Crawford (TW) that a further 24 complaints were collected by the Council for September.</p> <p>R. Crawford (TW) stated that Mogden log odour complaints against the month that the odour was experienced not the month that the odour was reported.</p>		
6.2	<p>Notifications: R. Crawford (TW) provided an overview of the notification process, explaining that Thames Water had issued 7 notifications since May 2016, a majority of these notifications were sent out due to issues</p>		

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	with the Odour Control Units located on the South and West of the site.		
6.3	Mosquito Survey		
6.4	<p>Mosquito Audit & Complaints: R. Crawford (TW) informed the meeting that the biannual mosquito audit had taken place on 22 September 2016 with T. Bull (LBH). T. Bull (LBH) provided feedback on the audit stating that complaint levels were low and that there were no issues on site. One area he thought was important was the communication between the entomologist consultants and contractors on site, in order to permit access to potential breeding sites. R. Crawford (TW) said that Thames Water had received 2 mosquito complaints in August, T. Bull (LBH) said it was likely that these were indeed mosquitos based on the description that the residents' provided him with. S. Taylor (MRAG) stated that mosquito control at Mogden was proving very effective and felt it was wonderful in comparison to 10 years ago.</p>		
6.5	<p>Mosquito Results & Data: R. Crawford (TW) provided an overview of the mosquito surveys undertaken on behalf of Thames Water by entomological consultants. Adding that during the summer months surveys took place every week, whilst in the winter months the surveys took place once every second week.</p>		
7.0	CSR at Mogden STW		
7.1	<p>Mogden ecology: R. Crawford (TW) gave an update of the current ecology initiatives on site informing the group of recent bat walks, bat surveys and motion sensitive night-vision cameras that have been placed around the site. L. Blake (TW) will provide further updates at the next Residents' Meeting.</p>		
7.2	<p>Community Engagement: R. Crawford (TW) informed the meeting of the latest community engagement activities at Mogden; this included a site tour led by L. Blake (TW) for 10 Councillors, one of which was Councillor Sam Christie who stated via email <i>"I was very impressed with the visit for the Councillors of London Borough of Hounslow at Mogden Sewage Treatment works. This was very informative and I was pleased to learn of your outreach programmes to the long term</i></p>		

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	<p><i>unemployed and you are good enough to hire many people who have served in our armed forces. This is highly commendable”.</i></p> <p>R. Crawford (TW) also informed the group that Mogden celebrated its 80th Anniversary this year, and shared original photo taken in the early 1930s during the construction phase.</p>		
8.0	<p>AOB</p> <p>S. Taylor (MRAG) advised that he has sought advice from a solicitor and is considering further legal action against Thames Water.</p> <p>B. Edwards (MRAG) stated that he would like to see the odour readings in Parts Per Billion (ppb) rather than Parts Per Million (ppm) as he feels it would emphasise the severity of an odour trigger level exceedance.</p> <p>R Aylard (TW) explained that the company is in the early stages of developing its business plan for the period from 2020 to 2025 and would like to revisit the idea of a joint technical working group to discuss options for the future of Mogden, starting with ‘a blank sheet of paper’. Steve Taylor responded positively to this suggestion and it was agreed that a working group should be convened, with an independent chair. The name of a suggested expert was agreed and the person concerned will be approached.</p>		
8.1	<p>MRAG meeting with Thames Water:</p> <p>B. Edwards (MRAG) gave an update on the scope of work on odour elimination that has been drafted, between himself and Thames Water, informing the group that a hypothesis has been set and that he expects to present results in January 2017. He stated that he has been treated very respectfully by Thames Water and finds it to be a great working relationship.</p>		
	<p>Next Meeting:</p> <p>The next Resident Meeting will be held in January 2016, the exact details are TBC.</p>		