



LB Hounslow Mogden STW Site Inspection

Date of inspection	31 March 2008
Attendees	Michael Mehta, LB Hounslow Operational Team Manager, Thames Water

LB Hounslow Observation	Thames Water Action / Response
<p><u>General comment</u></p> <p>I was pleased to find that the total works' sludge levels were low (2,991m³) and there was a good standard of compliance with most of the items which form the basis of the weekly checklist.</p>	
<p><u>Storm water storage tanks</u></p> <p>I was concerned to find that the hopper to storm water storage tank 2B was full and that the effluent was odorous.</p> <p>The tank itself was empty, however there was a visible layer of sludge on the tank bottom, which may have been caused by a failed Amajet(s) or failed sequencing of an Amajet(s).</p> <p>I also noted that the hoppers to 1B were full, although they were not emitting odour at the time of the inspection.</p>	<p>At the time of inspection, the contents of storm tank 2B had just been returned to the head of the works. The layer of sludge had formed as a result of two amajets not working properly.</p> <p>Problems with the amjets were quickly rectified and the storm tank was swiftly flushed through removing the sludge layer, leaving a clean storm tank.</p>



<p><u>Skips</u></p> <p>I would remind you that any open skips which contain material, including screenings, should be covered with a tarpaulin.</p> <p>This is a preventative measure and demonstrates good housekeeping practice.</p>	<p>No comment to add</p>
<p><u>Odour monitors</u></p> <p>The north side boundary monitor showed a flat trace for the period 26-31 March 2008, indicating a malfunction or possible power loss.</p> <p>I would like to see this mentioned once the odour readings are uploaded onto the Thames webpages.</p> <p>The remaining odour readings since the Council's previous inspection of the 25th March 2008, were at levels below 0.02ppm (trigger level).</p>	<p>Comments regarding the north monitor will be highlighted in the odour monitor report.</p>

I agree that this report is a true reflection of my site inspection findings on 31 March 2008

Michael Mehta

Pollution Control, London Borough of Hounslow

These observations have been noted and, where practically possible, actions have been taken to address any issues

Alan McEvilly

Process Manager, Thames Water



LB Hounslow Mogden STW Site Inspection

Date of inspection	10 April 2008
Attendees	Michael Mehta, LB Hounslow Operational Team Manager, Thames Water

LB Hounslow Observation	Thames Water Action / Response
<p><u>West side bulk carrier</u></p> <p>The screenings held in one of the bulk carriers were odour free, however it is considered to be a matter of good housekeeping practice to ensure that open type bulk carriers which contain material are covered with a tarpaulin, or similar.</p>	<p>We have ordered extra tarpaulins to help cover the bulk carriers.</p>
<p><u>Digesters</u></p> <p>There was evidence of a recent over-spill (or foaming) of sludge around the base of number 15 digester. This was dried but requires cleaning up.</p> <p>There was obvious 'gassing-off' from one of the digesters, with gas breaking through the circumference sludge seal.</p>	<p>The area around digester 15 has been cleared.</p> <p>'Gassing off' is a normal operational process for a floating roof digester.</p>



<p><u>East side primary settlement tanks</u></p> <p>The draining down and cleaning out of these primary tanks is the subject of a Thames' odour notification.</p> <p>Tanks 3,4, 7 and 8 have been emptied. There is no longer any flow of effluent into the east side primary tanks.</p>	<p>Following the drain down, we plan to start a cleaning programme as part of the decommissioning work.</p>
<p><u>Storm water storage tanks</u></p> <p>All tanks were in use except for number 1 tank. The daily tank inspection checklist shows that these tanks have been in continuous use since 03 April.</p> <p>Tank 1A is scaffolded up and a fixed pipe has been installed, to facilitate the emptying down of effluent from the hoppers.</p>	<p>We acknowledge that a number of storm tanks have been in regular use this month. This has mainly been due to recent rainfall events and for flow balancing purposes</p> <p>The new scaffolded pipe on tank 1A is part of a trial to help drain down the hoppers. The pipe has enabled us to manually pump the hopper dry.</p> <p>The trial has been successful and we are now considering implementing this on many more uncovered storm tank hoppers.</p>

I agree that this report is a true reflection of my site inspection findings on 10 April 2008

Michael Mehta

Pollution Control, London Borough of Hounslow

These observations have been noted and, where practically possible, actions have been taken to address any issues

Alan McEvilly

Process Manager, Thames Water



LB Hounslow Mogden STW Site Inspection

Date of inspection	16 April 2008
Attendees	Michael Mehta, LB Hounslow Operational Team Manager, Thames Water Andy Gingell, Thames Water

LB Hounslow Observation	Thames Water Action / Response
<p><u>West side bulk container</u></p> <p>There are screenings held in one of the bulk containers which was uncovered.</p> <p>These screenings were odour free, however it is considered to be a matter of good housekeeping practice, that a tarpaulin or similar should be used to cover any open container containing waste material, unless it is within an odour-controlled building.</p>	<p>In this instance the skip was uncovered, however as noted, the contents were non odorous on this occasion.</p> <p>We have recently ordered extra tarpaulins which will help to improve our odour control.</p>
<p><u>Storm tank daily record sheets</u></p> <p>The daily record sheets for the week-end of the 12th and 13th April were absent.</p> <p>All other daily sheets were present and indicated that there continues to be daily use of the storm tanks.</p>	<p>Due to recent rain fall, we have used the storm tanks on a daily basis</p> <p>Storm tanks are checked on a daily basis, at different times throughout the day.</p> <p>We acknowledge that records were not complete for the dates mentioned.</p> <p>We have reinforced the processes with our technicians to reduce the chance of this happening again.</p>



<p><u>East side primary settlement tanks</u></p> <p>Work on emptying these tanks continues.</p> <p>Tank 1 is being over-pumped using a mobile pump into tank 2.</p> <p>The delivery hose was above the filling level of the effluent in tank 2 and resulted in considerable aeration and turbulence being caused to the effluent at the point of delivery, giving rise to strong on-site odours.</p>	<p>A notification was issued regarding this work.</p> <p>Further hoses were fitted to reduce any odour while the tanks were being drained.</p> <p>Odour monitor readings did not show any significant odour activity on the 16 April 2008.</p> <p>All of the tanks are now empty, in preparation for the cleaning work.</p>
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I agree that this report is a true reflection of my site inspection findings on 16 April 2008

Michael Mehta

Pollution Control, London Borough of Hounslow

These observations have been noted and, where practically possible, actions have been taken to address any issues

Alan McEvilly

Process Manager, Thames Water



LB Hounslow Mogden STW Site Inspection

Date of inspection	22 April 2008
Attendees	Michael Mehta, LB Hounslow Operational Team Manager, Thames Water Andy Gingell, Thames Water

LB Hounslow Observation	Thames Water Action / Response
<p><u>Digesters</u></p> <p>Further to the sludge spillage caused by a feed valve failure to one of the digesters on the 21st April, the bulk of the spillage had been cleaned from the affected area. Some remnant of the spillage was present along the edges of the digester perimeter service road</p>	<p>Following the spill, a clean down of the area was completed within 24 hours. We acknowledge that there was a very small amount of residual sludge in the grassed area next to the service road.</p>
<p><u>Storm water storage tanks</u></p> <p>Tanks 2, 3,4,5,7 full.</p> <p>Tanks 1, 6 and 8 empty.</p> <p>The hoppers to tank 8 were full and require flushing or draining down, as a precautionary measure to prevent odour.</p>	<p>The hoppers in tank 8 were filled with heavily diluted wastewater. They have since been flushed and drained.</p>



<p><u>East side primary settlement tanks</u></p> <p>All east side primary settlement tanks have now been drained of all liquid effluent and are no longer in operation.</p> <p>There are considerable quantities of residual solidified fat in many of the tanks, which will need to be removed.</p> <p>At the present time, there is no odour associated with the tanks.</p>	<p>The fat in the primary settlement tanks is soon to be removed as part of the decommissioning work.</p> <p>Since being taken out of service, there have been no odour problems.</p>
<p><u>Odour monitors</u></p> <p>The boundary odour monitors showed a low level of odour activity since the previous inspection, with the notable exception of the <u>southside monitor</u>, which showed considerable activity over three consecutive days. The 20th, 21st and 22nd April 2008.</p> <p>It is likely that the odour detected by the southside monitor over the 21st and 22nd April, was linked to the sludge spillage (as described above) and the subsequent clean up operation, which involved manual hosing down and tankering of the sludge.</p> <p>Regarding the 20th April, I have reviewed the entries in the odour log and considered the activities taking place on the site and am unable to determine what activity(s) may have caused the odour activity detected by the southside monitor, for this particular day.</p>	<p>No comment to add.</p>



**London Borough
of Hounslow**



I agree that this report is a true reflection of my site inspection findings on 22 April 2008

Michael Mehta

Pollution Control, London Borough of Hounslow

These observations have been noted and, where practically possible, actions have been taken to address any issues

Alan McEvilly

Process Manager, Thames Water



LB Hounslow Mogden STW Site Inspection

Date of inspection	08 May 2008
Attendees	Gerry McCarthy, London Borough of Hounslow Alan McEvilly, Thames Water Operational Team Leader, Thames Water

LB Hounslow Observation	Thames Water Action / Response
<p><u>Odour monitors</u></p> <p>The boundary odour monitors showed a low level of odour activity since the previous inspection, with the notable exception of the eastside monitor, which showed a small peak on 5th May 2008 at 2.40am but the source of the odour was not identified. There was a further peak on 3rd May 2008 between 0.08am and 1.00am but the source was not identified.</p> <p>I have reviewed the entries in the odour log for both these incidents and considered the activities taking place on the site and I am unable to determine what activity(ies) may have caused the odour detected by the monitor for these particular days.</p>	<p>We acknowledge the comments that have been made.</p> <p>At this time, there were no unusual operational activities taking place.</p> <p>Operatives carry out regular inspections of the site on a daily basis, throughout the day.</p>



<p><u>Storm water storage tanks</u></p> <p>Tanks 3,4,5 were in use and tanks 2 and 6 being emptied.</p> <p>Tanks 1, 7 and 8 were empty.</p> <p>The hoppers to tank 8 were full and require flushing or draining down, as a precautionary measure to prevent odour.</p> <p>The amajets to tanks 4a and 6a were not operational.</p>	<p>The tank hoppers to tank 8 have been flushed,</p> <p>All non-operational amajets have been reported to the site maintenance teams and are back in working order.</p>
<p><u>East side primary settlement tanks</u></p> <p>All east side primary settlement tanks have now been drained of all liquid effluent and are no longer in operation.</p> <p>There are considerable quantities of residual solidified fat and rag in many of the tanks, which will need to be removed.</p> <p>At the present time, there is no odour associated with the tanks.</p>	<p>We are soon to be starting the cleaning work on the primary settlement tanks to remove any residual fat deposits.</p>

I agree that this report is a true reflection of my site inspection findings on 08 May 2008

Gerry McCarthy

Pollution Control, London Borough of Hounslow

These observations have been noted and, where practically possible, actions have been taken to address any issues

Alan McEvilly

Process Manager, Thames Water



LB Hounslow Mogden STW Site Inspection

Date of inspection	15 May 2008
Attendees	Michael Mehta, LB Hounslow Alan McEvilly, Thames Water Andy Gingell, Thames Water

LB Hounslow Observation	Thames Water Action / Response
<p><u>Digesters</u></p> <p>Digester 11 gassing badly, with noticeable on site odour in the immediate vicinity of the digester.</p>	<p>Manual adjustments have been made to the systems that control gas levels in to digester number 11; as a result the gassing off has ceased.</p>
<p><u>Odour monitors</u></p> <p>The southside boundary odour monitor traces indicated several peaks, one as high as 0.08ppm on the 14th May. Activity was also recorded by the same boundary monitor on the 13th May at lower levels.</p>	<p>No comment to add</p>



Storm water storage tanks (SWST's)

SWST number 2, hoppers full of effluent (no odour)

SWST number 7, hoppers full of effluent (no odour)

SWST number 8, over-pumping from hoppers in progress.

At the time of inspections, site operatives were in the process of over pumping the storm tank hoppers on the empty tanks.

This exercise is regularly carried out when practicable.

I agree that this report is a true reflection of my site inspection findings on 15 May 2008

Michael Mehta

Pollution Control, London Borough of Hounslow

These observations have been noted and, where practically possible, actions have been taken to address any issues

Alan McEvilly

Process Manager, Thames Water



LB Hounslow Mogden STW Site Inspection

Date of inspection	28 May 2008
Attendees	Gerry McCarthy, LB Hounslow Operational Team Manager, Thames Water Andy Gingell, Thames Water

LB Hounslow Observation	Thames Water Action / Response
<p><u>Odour monitors</u> The boundary odour monitors showed a low level of odour activity since the previous inspection. However, the odour monitor readings for the previous week need to be uploaded onto the Thames Water website as they were not on the site when I checked earlier in the day.</p>	<p>Odour monitor readings are available online for viewing</p>
<p><u>Storm water storage tanks</u></p> <p>Tanks 1,2,3,4,6 and 7 were in use.</p> <p>Tank 8 was empty.</p> <p>The hoppers to tank 8 were full and require flushing or draining down, as a precautionary measure to prevent odour.</p>	<p>When practicable, tanks are regularly flushed through to keep them fresh to prevent odour. Any residual storm water in the hoppers is manually pumped out.</p>



West side primary settlement tanks

There was some gassing of Tanks 15a,15b, 16a and 16b in particular and while they were not odorous and this needs to be addressed as a precautionary measure.

The gassing off was caused by sludge floating to the surface of the tank.

Hoses were used to manually break up the sludge, alongside the tank sequencing process, to reduce any further gassing off.

As noted, the gasses were non odorous.

I agree that this report is a true reflection of my site inspection findings on 28 May 2008

Gerry McCarthy

Pollution Control, London Borough of Hounslow

These observations have been noted and, where practically possible, actions have been taken to address any issues

Alan McEvilly

Process Manager, Thames Water



LB Hounslow Mogden STW Site Inspection

Date of inspection	04 June 2008
Attendees	Michael Mehta, LB Hounslow Operational Team Manager, Thames Water Andy Gingell, Thames Water

LB Hounslow Observation	Thames Water Action / Response
<p><u>Storm Tank Log</u> Unable to be found.</p>	<p>The storm tank logs were unavailable for viewing at the time of inspection. It was agreed that records would be reviewed at the next site visit.</p>
<p><u>Storm water storage tanks</u> All storm tanks in use except for number 8. Storm return channel full.</p>	<p>Owing to heavy rainfall in the catchment, all storm tanks were needed to limit any discharge of untreated storm flows into the River Thames.</p>
<p><u>Grit handling</u></p> <p>There were several skips on the east side, located outside the grit handling building.</p> <p>All had tarpaulin covers and there was some local odour.</p>	<p>Following the recent heavy rainfall, larger volumes of grit were removed from the process. This was caused by the greater flows flushing through the sewer network.</p> <p>Tarpaulins are used to limit any odour while the skips are waiting to be removed by our contractor.</p>



West side primary settlement tanks

Further to a Thames Water notification, a primary settlement tank on the west side had been drained down.

The hoppers at the end of the drained tank were full of highly odorous effluent.

At the time of inspection, the tank had recently been hosed down as part of planned cleaning work. As a result, the residual liquid had filled the hoppers.

The hoppers were then drained down as part of the tank sequencing process.

I agree that this report is a true reflection of my site inspection findings on 04 June2008

Michael Mehta

Pollution Control, London Borough of Hounslow

These observations have been noted and, where practically possible, actions have been taken to address any issues

Alan McEvilly

Process Manager, Thames Water



LB Hounslow Mogden STW Site Inspection

Date of inspection	09 June 2008
Attendees	Michael Mehta, LB Hounslow Operational Team Manager, Thames Water Alan McEvilly, Thames Water

LB Hounslow Observation	Thames Water Action / Response
<p><u>West side primary settlement tanks</u></p> <p>Further to the recent draining down of primary tank 9, hosing down was taking place.</p>	<p>This work relates to a recent maintenance notification.</p>
<p><u>Digesters</u></p> <p>Digester 10 was actively gassing off through the perimeter sludge seal and causing noticeable odour in the digester area.</p>	<p>Manual adjustments are regularly made to our digesters to reduce any gassing off.</p>
<p><u>Storm water storage tanks</u></p> <p>Hoppers to tank 8 were being over pumped</p> <p>Amajets operating in tanks 3 and 7 were agitating a low-volume of effluent and causing localised odour.</p>	<p>To prevent odour, Amajets are used to stop any sludge settling in the bottom of the tank.</p> <p>Once drained down, the hoppers are then manually pumped out to reduce any residual storm water.</p>



Odour monitors

Readings for all of the site boundary odour monitors since the previous inspection on the 4th June were low (below 0.02ppm). There appears to be a problem with functionality of the westside odour monitor.

Problems with the westside odour monitor have been resolved.

I agree that this report is a true reflection of my site inspection findings on 09 June2008

Michael Mehta

Pollution Control, London Borough of Hounslow

These observations have been noted and, where practically possible, actions have been taken to address any issues

Alan McEvilly

Process Manager, Thames Water



LB Hounslow Mogden STW Site Inspection

Date of inspection	17 June 2008
Attendees	Michael Mehta, London Borough of Hounslow Operational Team Leader, Thames Water

LB Hounslow Observation	Thames Water Action / Response
<p>West side rectangular primary settlement tanks (pst's)</p> <p>Tank 14B has considerable sludge which has built up on the surface of the effluent at both the west and east ends. Some on-site odour was associated with this sludge. (breeze blowing south-north)</p>	<p>Wash water hoses were used to manually break up any surface sludge, alongside the tank sequencing process, to reduce any odour.</p>
<p>Digesters</p> <p>Digester 11 was gassing off actively via the perimeter seal and this was causing a strong localised odour.</p>	<p>Manual adjustments were made to the digesters to stop the gassing off.</p>



<p>Odour log and odour traces</p> <p>Further to the tranche of odour complaints relating to the 16th June, analysis of the odour log and odour traces was carried out. Entries in the odour log recorded that storm tanks were being returned and there were no strong odours associated with the site.</p> <p>Odour levels recorded by the boundary odour monitors for the 16th, shows that all levels are below 0.02ppm.</p> <p>The north monitor had recorded some odour activity but this activity did not exceed 0.02ppm.</p>	<p>All complaints have been responded to, and we have no further comment to add</p>
<p>Storm water storage tanks</p> <p>SWST 2 is being returned SWST 4 is in use SWST 5 is empty SWST 6 is in use</p>	<p>No comment necessary</p>

I agree that this report is a true reflection of my site inspection findings on 17 June 2008.

Michael Mehta

Pollution Control, London Borough of Hounslow

These observations have been noted and, where practically possible, actions have been taken to address any issues

Alan McEvilly

Process Manager, Thames Water



LB Hounslow Mogden STW Site Inspection

Date of inspection	26 June 2008
Attendees	Michael Mehta, London Borough of Hounslow Operational Team Leader, Thames Water

LB Hounslow Observation	Thames Water Action / Response
<p>Digesters</p> <p>Digester 11 was gassing badly around the perimeter seal.</p>	<p>Manual adjustments have been made to digester No. 11 to stop the gassing off.</p>
<p>East side circular tanks</p> <p>Formerly used as primary settlement tanks and now containing considerable quantities of residual fat.</p>	<p>There is an ongoing cleaning project to remove the residual fat before the tanks are turned into final settlement tanks.</p>
<p>Other</p> <p>Low level of total sludge held across the site -2,476m³ Several storm water storage tanks were being flushed at the time. No odour noted.</p> <p>Readings for all odour monitors were low (below 0.02ppm) and that was the pattern since the previous site inspection on the 17th June.</p> <p>Weather: dry, warm.</p>	<p>No comment to add.</p>



**London Borough
of Hounslow**



I agree that this report is a true reflection of my site inspection findings on 26 June 2008.

Michael Mehta

Pollution Control, London Borough of Hounslow

These observations have been noted and, where practically possible, actions have been taken to address any issues

Alan McEvilly

Process Manager, Thames Water



LB Hounslow Mogden STW Site Inspection

Date of inspection	18 July 2008
Attendees	Michael Mehta, London Borough of Hounslow Operational Team Leader, Thames Water

LB Hounslow Observation	Thames Water Action / Response
<p>Storm water storage tanks</p> <p>There was settled sludge on the base of tank 6A at the back. This sludge had probably settled as a result of a failed Amajet. The sludge was highly odorous.</p> <p>The hoppers to tank 2 were full of effluent and sludge. While there was no noticeable odour, the condition of these hoppers had the potential to cause odour.</p>	<p>To reduce any odour, tanks 6A was flushed.</p> <p>All hoppers with residual storm water were manually emptied.</p>
<p>West side rectangular primary settlement tanks (pst's)</p> <p>The west side pst's continue to be of concern. There is unequal distribution of sludge across the tanks, so that tank 15 has a high loading of sludge. The unequal distribution, together with the difficulties in increasing the frequency of de-sludging the tanks, results in the build-up of sludge. This was particularly apparent at the back of the tanks, behind the travelling bridge scrapers, where odorous sludge had accumulated.</p>	<p>We are closely monitoring the sludge levels in the primary tanks. If necessary the tanks will be drained down so adjustments can be made to the scraper system by our maintenance team.</p>



<p>Screen house grit</p> <p>Grit from the screenhouse located on the east side, had been transported to the west side and spread over the hardstanding for de-watering. This was giving rise to on-site odours</p>	<p>Using hard standings to dewater grit is a standard procedure.</p> <p>As soon as the dewatering process is complete, the grit is quickly loaded into covered skips for disposal.</p> <p>Operatives work hard to ensure this process is carried out in a timely manner.</p>
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I agree that this report is a true reflection of my site inspection findings on 18 July 2008.

Michael Mehta
Pollution Control, London Borough of Hounslow

These observations have been noted and, where practically possible, actions have been taken to address any issues

Alan McEvilly
Process Manager, Thames Water



LB Hounslow Mogden STW Site Inspection

Date of inspection	24 July 2008
Attendees	Michael Mehta, London Borough of Hounslow Operational Team Leader, Thames Water Andy Gingell, Thames Water

LB Hounslow Observation	Thames Water Action / Response
<p>Odour complaints and odour readings</p> <p>Further to the recent complaints, both the odour readings and site odour log were carefully checked.</p> <p>In respect of the period 21/22 July, which was the subject of some complaints from local residents, the odour readings recorded by the boundary monitors were low. Some odour activity was recorded by the west side monitor at around 18.00 on the 22 July, however this was below 0.02ppm and the northside monitor recorded some odour activity which crested 0.03ppm late in the evening, also on the 22 July The odour log showed that the activity recorded by the northside monitor had been noted by the process operator at the time and that no odours were found during the course of the investigation.</p> <p>For the dates 23 and 24 July (the site inspection date), all odour readings were below 0.02ppm.</p>	<p>All complaints received by Thames Water have received a response.</p> <p>We have noted the additional comments made.</p>



<p>Aeration Lanes</p> <p>There was some odour detected on site. This odour was arising from some work being carried out to one of the aeration lanes. Subjectively, I did not deem this as an offensive odour. However, I drew this to the attention of Thames Water officers at the time, who advised that the activity giving rise to this odour was being closely monitored.</p> <p>An odour had earlier in the day been noted by a colleague in the Worton Road/Hall Road area. There was a prevailing breeze which would have carried any odour to the north and north-west of the site and given these factors, I am reasonably certain that the off-site odour was from work on the aeration lane.</p>	<p>Odour from the aeration lanes was being closely monitored while the essential maintenance work was being carried out.</p> <p>A notification was not necessary for this work.</p>
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I agree that this report is a true reflection of my site inspection findings on 24 July 2008

Michael Mehta

Pollution Control, London Borough of Hounslow

These observations have been noted and, where practically possible, actions have been taken to address any issues

Alan McEvilly

Process Manager, Thames Water



LB Hounslow Mogden STW Site Inspection

Date of inspection	29 July 2008
Attendees	Michael Mehta, London Borough of Hounslow Operational Team Leader, Thames Water Andy Gingell, Thames Water

LB Hounslow Observation	Thames Water Action / Response
<p>Screenings bulk container</p> <p>A vehicle carrying a bulk container removed from the washpactor area and containing screenings, was having its tyre changed at the front entrance of the works. There was odour in the immediate vicinity of the vehicle and between the front gates and the security kiosk only. The repair was carried out while the inspection was in progress and the vehicle had left the site by the time I had finished my site visit.</p>	No comment to add.
<p>Odour readings (H2S)</p> <p>Since the date of the last inspection on the 24th July 2008, the H2S odour levels for the north, south, west and east boundary odour monitors have all been below 0.02ppm, with the exception of a single occurrence shown on the east side monitor, late in the evening on the 26th July, which peaked above 0.02ppm but below 0.03ppm.</p>	No comment to add.



<p>Sludge levels</p> <p>Now that the east side primary settlement tanks (pst's) have been de-commissioned, sludge is being held in the west side pst's. The sludge level was low, with a total measurement of 1,601m3.</p>	<p>No comment to add.</p>
<p>West side rectangular primary settlement tanks (pst's)</p> <p>There was some odour being emitted from the backs of the tanks (closest to the site boundary), behind the travelling bridge scrapers. However this was highly localised and not detected more than a few metres away from the tanks.</p>	<p>No comment to add.</p>

I agree that this report is a true reflection of my site inspection findings on 29 July 2008.

Michael Mehta

Pollution Control, London Borough of Hounslow

These observations have been noted and, where practically possible, actions have been taken to address any issues

Alan McEvilly

Process Manager, Thames Water



LB Hounslow Mogden STW Site Inspection

Date of inspection	04 August 2008
Attendees	Michael Mehta, London Borough of Hounslow Operational Team Leader, Thames Water

LB Hounslow Observation	Thames Water Action / Response
<p>West side rectangular primary settlement tanks (pst's)</p> <p>Sludge was visible and covering significant areas of the surface of several of the pst's (tanks 14, 15 and 16).</p> <p>Sludge at the western end of the tanks, behind the bridge scrapers and near to the weir(s), was highly odorous.</p> <p>The travelling bridge scraper to 14A was broken and was not operational.*</p>	<p>Wash water hoses were used to manually break up any surface sludge, alongside the tank sequencing process, to reduce any odour. This included the scraper end of the tanks too.</p>
<p>Sludge levels</p> <p>Now that the east side primary settlement tanks (pst's) are de-commissioned and no longer hold sludge, sludge is being held in the west side pst's. Total sludge stocks had been measured at 2,763m3.</p>	<p>No comment to add</p>



<p>Storm water storage tanks</p> <p>Recent rainfall in the catchment area meant that storm tanks were in use. Tank numbers 1,2,3, 4 and 7 were full.</p> <p>Tank 5 was empty, as the storm effluent had recently been returned to the works for treatment.</p> <p>Tank 6 held storm effluent which was in the process of being returned to the works for treatment.</p> <p>Tank 8 was empty.</p> <p>The storm tank cleaning and maintenance log was up-to-date.</p>	<p>No comment to add.</p>
<p>Other matters</p> <p>* It was agreed that because of the failure of the scraper in tank 14A, the tank would need draining down, and that this would warrant a notification, as the procedure has the potential to emit odour.</p> <p>A power outage caused by an electrical supply network problem earlier in the day had affected much of the site, including sludge handling and the performance of the odour monitors.</p>	<p>As agreed and detailed in the site Odour Management Plan, a notification will be sent out ahead of any drain down activity on the primary settlement tanks.</p>



**London Borough
of Hounslow**



I agree that this report is a true reflection of my site inspection findings on 04 August 2008

Michael Mehta

Pollution Control, London Borough of Hounslow

These observations have been noted and, where practically possible, actions have been taken to address any issues

Alan McEvilly

Process Manager, Thames Water



LB Hounslow Mogden STW Site Inspection

Date of inspection	12 August 2008
Attendees	Gerry McCarthy, London Borough of Hounslow Alan McEvilly, Thames Water

LB Hounslow Observation	Thames Water Action / Response
<p>Storm Water Tanks</p> <p>Storm Water Tanks 1a,1b,2a,2b,3a,3b,4a,4b,5a,5b,6a,6b, 7a and 7b were in use and either filling or emptying.</p> <p>It was noted on the storm water tank log that the Amajet 4 to Tank 2a had overloaded and it was not possible to reset and similarly Amajet 2 of Tank 5a was faulty and it was not possible to reset. Please ensure that when the tanks are emptied that the amajets are reset.</p> <p>The hoppers to storm tanks 8a and 8b were full and while not odorous need emptying. It was noted that on the storm tank log that these hoppers were blocked and they need to be cleared and kept empty to prevent the likelihood of odour occurring.</p>	<p>Once the tanks had been drained down, the maintenance team were able to carry out work on the failed amajets.</p> <p>Any residual storm water remaining in the hoppers was manually pumped out.</p> <p>We were aware that hoppers 8a & 8b were blocked and actions had been raised to rectify this.</p>
<p>Sludge Levels</p> <p>Sludge stocks have been generally low for the last week with levels of 1,601m³ recorded on 12th August. The highest level recorded was 3469m³ on 6th August.</p>	<p>No comment to add.</p>



<p>Odour Monitors</p> <p>Odour levels for the last week have been generally low with the H2S monitors showing levels below 0.02ppm except in the early morning of 7th August when there was a spike above 0.02ppm H2S on the north side monitor.</p> <p>I have checked the website and noted that no odour monitor readings have been uploaded onto the website since early July and this is unacceptable. Odour monitor readings need to be uploaded on the website as soon as practicable and ideally every Monday. I accept that there will be times when this is not possible but not to have uploaded this information for five weeks during a period of high complaint levels is not acceptable and is necessary in the interest of good community relations with residents.</p>	<p>All odour monitor readings have been uploaded onto the Mogden web pages and are available for viewing.</p>
<p>Primary Settlement Tanks.</p> <p>It was noted that the cleaning out of the decommissioned circular PSTs on the East side is nearly complete and that the PST 9 on the west side is not in operation.</p> <p>PSTs 15 and 16 on the west side were gassing but were not odorous.</p>	<p>No comment to add.</p>

I agree that this report is a true reflection of my site inspection findings on 12 August 2008.

Gerry McCarthy

Pollution Control, London Borough of Hounslow

These observations have been noted and, where practically possible, actions have been taken to address any issues

Alan McEvilly

Process Manager, Thames Water



LB Hounslow Mogden STW Site Inspection

Date of inspection	21 August 2008
Attendees	Gerry McCarthy, London Borough of Hounslow Operations Liaison, Thames Water

LB Hounslow Observation	Thames Water Action / Response
<p>Storm Water Tanks</p> <p>Storm Water Tanks 1a,1b,2a, and 2b were empty. Tanks 3a,3b,4a,4b,5a and 5b were in use and either filling or emptying. Tank 6a,6b,7a and 7b were empty.</p> <p>It was noted that Amajet 4 to Tank 2a had overloaded and it was not possible to reset and similarly Amajet 3 of Tank 6a was faulty. Please ensure that the amajets are working before the tanks are next used.</p> <p>It was also noted that due to the faulty Amajet in Tank 2a, the tank while not odorous needs flushing and the hoppers need emptying. Similarly there is a built of grit near the hoppers of tanks 7a which need needs to be removed and the hoppers to both tanks 7a and 7b need to be emptied.</p> <p>On a positive note the hoppers to tanks 8a and 8b had been emptied.</p>	<p>Comments made have been noted and appropriate actions have been taken by our maintenance team.</p>



Odour Monitors Odour levels for the last week have been generally low with the H2S monitors showing levels below 0.02ppm	No comment to add.
Sludge Levels Sludge stocks have been generally low for the last week with levels of 2,263m ³ recorded on 21st August. The highest level recorded was 2,803m ³ on 19th August.	No comment to add.
Primary Settlement Tanks PSTs 15 and 16 on the west side were gassing but were not odorous.	No comment to add.

I agree that this report is a true reflection of my site inspection findings on 21 August 2008.

Gerry McCarthy

Pollution Control, London Borough of Hounslow

These observations have been noted and, where practically possible, actions have been taken to address any issues

Alan McEvilly

Process Manager, Thames Water



LB Hounslow Mogden STW Site Inspection

Date of inspection	28 August 2008
Attendees	Michael Mehta, London Borough of Hounslow Operational Team Leader, Thames Water

LB Hounslow Observation	Thames Water Action / Response
<p>Fat on west side</p> <p>De-watering of fat removed from the de-commissioned east side primary settlement tanks was taking place on the hard standing. There were low odour levels associated with this activity.</p>	<p>This work is being carried out to convert the old east side primary tanks into final settlement tanks as part of our site optimisation.</p> <p>A notification had been sent out regarding this work.</p>
<p>West side rectangular primary settlement tanks (pst's)</p> <p>There was visible inverted sludge at the western end of the tanks, behind the scraper bridges. There was some low level odour associated with this sludge, detectable in close proximity to the tanks.</p>	<p>Wash water hoses have been used to manually break up any clumps of sludge.</p>
<p>Sludge levels</p> <p>The east side primary settlement tanks (pst's) are de-commissioned and no longer in use as primary tanks. Sludge is being held in the west pst's. Total sludge stocks had been measured at 1,183m³.</p>	<p>No comment to add.</p>



<p>Odour readings (H2S)</p> <p>Over the period 19-28 August, the H2S odour levels for the boundary monitors, showed that odour levels had been below 0.02ppm.</p> <p>The central monitor was not available as it was out for calibration.</p> <p>The functioning of the southside monitor for the period 26/27/28 was questioned with Thames Water.</p>	<p>A case had been raised for our odour monitor technical support to check the functionality of the south side odour monitor.</p>
<p>Site log</p> <p>Entries recorded in the log for the 25 and 26 August, showed that the east washpactors were odorous and that in response to this, the area had been washed down on both days on the day shift.</p>	<p>No comment to add.</p>
<p>Storm water storage tanks</p> <p>There was some sludge being held in hoppers to storm tanks 2A and 2B.</p>	<p>Any residual storm water remaining in the hoppers is either pumped out or flushed to keep the tanks as fresh and odour free as possible.</p>
<p>East side circular primary settlement tanks (pst's)</p> <p>These were being subjected to on-going cleaning out of residual fat.</p>	<p>No comment to add.</p>



**London Borough
of Hounslow**



I agree that this report is a true reflection of my site inspection findings on 28 August 2008

Michael Mehta

Pollution Control, London Borough of Hounslow

These observations have been noted and, where practically possible, actions have been taken to address any issues

Alan McEvilly

Process Manager, Thames Water



LB Hounslow Mogden STW Site Inspection

Date of inspection	05 September 2008
Attendees	Michael Mehta, London Borough of Hounslow Operational Team Leader, Thames Water

LB Hounslow Observation	Thames Water Action / Response
<p>Fat on west side</p> <p>De-watering of fat removed from the de-commissioned east side primary settlement tanks was taking place on the hard standing on the west side. There were low odour levels associated with this activity.</p>	<p>No comment to add.</p>
<p>West side rectangular primary settlement tanks (pst's)</p> <p>The travelling scraper bridge to pst 13 was under repair and as a consequence, inverted sludge had accumulated at the west end of the tank, behind the scraper bridge. This sludge was releasing noticeable odour, in close proximity to the tanks. Manual hosing down of the tank was discussed and agreed with Thames Water at the time.</p>	<p>Observations have been noted and agreed actions have been carried out.</p>



<p>Sludge levels</p> <p>The east side primary settlement tanks (pst's) are de-commissioned and no longer in use as primary tanks.</p> <p>Sludge is being held in the west pst's. Total sludge stocks had been measured at 914m³.</p>	<p>No comment to add.</p>
<p>Odour readings (H₂S)and odour log</p> <p>Over the period 01-05 September, the H₂S odour levels recorded by the boundary monitors, showed that odour levels for all monitors were below 0.02ppm.</p> <p>On the 31 August, there was an elevated H₂S level recorded by the northside odour monitor at around 1.30am, with a reading of between 0.02 and 0.03ppm. The entry in the log recorded that all the storm water storage tanks were in use and full at the time and overflowing to the river. The log also recorded that the area was odorous.</p>	<p>No comment to add.</p>
<p>Digesters</p> <p>Digester 11 was gassing from around the perimeter seal and this was strongly odorous. This matter was drawn to the attention of the powerhouse technicians.</p>	<p>Manual adjustments were made to the unit in question and the gassing of ceased.</p>



**London Borough
of Hounslow**



I agree that this report is a true reflection of my site inspection findings on 05 September 2008.

Michael Mehta

Pollution Control, London Borough of Hounslow

These observations have been noted and, where practically possible, actions have been taken to address any issues

Alan McEvilly

Process Manager, Thames Water



LB Hounslow Mogden STW Site Inspection

Date of inspection	11 September 2008
Attendees	Michael Mehta, London Borough of Hounslow Operational Team Leader, Thames Water

LB Hounslow Observation	Thames Water Action / Response
<p>Storm water storage tanks (swst)</p> <p>Modified pipework using a flexible pipe to assist with improved emptying of the hoppers is now installed at storm tank 1.</p> <p>The hoppers to storm tank 2A were full of effluent and there was odorous sludge on the surface.</p> <p>There was a covering of sludge to the bottom of storm tank 2B, which was giving rise to odour.</p> <p>Tank 3 was in use and the effluent was in the process of being returned through the works for treatment.</p> <p>Tanks 4 & 5 (covered and odour controlled), were in use.</p> <p>Tank 6 was empty.</p> <p>Tank 7 was being flushed.</p> <p>Tank 8 was empty.</p>	<p>Operatives have flushed storm tanks 2A and B and manually pumped the hoppers dry to remove any residual storm water and sludge.</p>



<p>Sludge levels</p> <p>The east side primary settlement tanks (pst's) are de-commissioned and no longer in use as primary settlement tanks.</p> <p>Sludge is being held in the west pst's. Total sludge stocks had been measured at 1,371m³.</p> <p>This total was equally divided between rectangular tanks 14, 15 and 16, with each holding 457m³.</p> <p>A nil measurement had been recorded against tank 13 and nil measurements recorded against the west side circular pst's.</p>	<p>No comment to add.</p>
<p>Odour readings (H₂S)</p> <p>Over the period 01-11 September, the H₂S odour levels recorded by the boundary monitors, showed that odour levels for all monitors were below 0.02ppm, with the exception of one significant spike on the northside monitor occurring on the 11 September at around 14.40. The accuracy of this reading needs to be verified.</p>	<p>No comment to add.</p>

I agree that this report is a true reflection of my site inspection findings on 11 September 2008

Michael Mehta

Pollution Control, London Borough of Hounslow

These observations have been noted and, where practically possible, actions have been taken to address any issues

Alan McEvilly

Process Manager, Thames Water



LB Hounslow Mogden STW Site Inspection

Date of inspection	17 September 2008
Attendees	Michael Mehta, London Borough of Hounslow Operational Team Leader, Thames Water

LB Hounslow Observation	Thames Water Action / Response
<p>West side rectangular primary settlement tanks (pst's)</p> <p>There was very little build up of sludge evident on the surface of the tanks. There was slight odour only, noticeable near to the weir at the westerly end of the tanks.</p> <p>Modifications to tank 15 are planned to improve the efficiency of sludge removal.</p>	No comment to add.
<p>Sludge levels</p> <p>The east side primary settlement tanks (pst's) are de-commissioned and no longer in use as primary settlement tanks.</p> <p>Sludge is being held in the west pst's. Total sludge stocks had been measured at 1,600m³.</p> <p>This volume was being held across the west side rectangular tanks as follows: 457m³ in each of tanks 14,15 and 16 and 229m³ in tank 13.</p> <p>No sludge was recorded in the west side circular pst's.</p>	No comment to add.



Storm water storage tanks

The daily storm water tank inspection had taken place and an entry indicated that the hoppers to storm tanks 2A and 2B, needed flushing.

At the time of inspection, over pumping using a mobile pump was taking place to remove effluent and sludge from hoppers to tank 8A.

There was evidence of significant amounts of sludge in all of the hoppers of tank 7 and two operatives were engaged in using a high pressure hose to hose down sludge which had built up in tank 7A.

Sludge had accumulated in hoppers to tank 2A and this was odorous.

The hoppers to 2B contained effluent but no visible sludge.

At the time of inspection, a team of operatives were manually over pumping any hoppers containing storm water for all of the uncovered storm tanks.

I agree that this report is a true reflection of my site inspection findings on 17 September 2008.

Michael Mehta

Pollution Control, London Borough of Hounslow

These observations have been noted and, where practically possible, actions have been taken to address any issues

Alan McEvilly

Process Manager, Thames Water



LB Hounslow Mogden STW Site Inspection

Date of inspection	23 September 2008
Attendees	Gerry McCarthy, London Borough of Hounslow Operations Liaison, Thames Water

LB Hounslow Observation	Thames Water Action / Response
<p>West side rectangular primary settlement tanks</p> <p>There was not much build up of sludge evident on the surface of the tanks though gassing was noted on tank 15a. Please confirm when modifications to tank 15 are due to be undertaken to improve the efficiency of the sludge removal.</p>	<p>Comments have been noted, and we will update LB Hounslow with the findings of the scraper study.</p>
<p>Sludge Levels</p> <p>Sludge levels on site have been low for the last week with a maximum of 1,600m³ recorded on 18/9/08.</p>	<p>No comment to add</p>
<p>Storm water storage tanks</p> <p>Tanks 3a,3b, 4a,4b,5a and 5b were in use. Amijet 6 to tank 2a needs resetting and Amijet 3 of tank 6a is also not operating effectively.</p> <p>The hoppers to tank 2b and 8a while not odorous need pumping out. I noted that the daily storm tank inspection had taken place and it was noted that tank 7a and 7b required flushing which had been undertaken when my inspection took place. This also showed that that a Borger Pump to tank 7b was not operating. Please confirm that this pump has been repaired.</p>	<p>Comments made have been noted and appropriate actions have been made to resolve any issues.</p>



General

I was concerned that the odour monitor readings had not been uploaded onto the website for two weeks. It is essential that this information is uploaded to the website every Monday unless there are exceptional circumstances as to why this does not happen. I have checked the website today and noted that the readings have now been uploaded.

I am extremely disappointed that the records of LBH inspections have not been uploaded to the website since early June despite the fact that this information is sent Thames Water after the inspection has taken place. Please confirm a date by which all outstanding inspection details will be uploaded onto the website.

Additionally the site log of the website in relation to odour not been updated since mid June and again please advise when this information will be uploaded onto the site.

I also advised that the Council has received a significant number of complaints of odour nuisance due to the operation of the sewage works in the last week which require investigation.

Comments have been noted, and appropriate actions made with the teams at Mogden to resolve these issues.

I agree that this report is a true reflection of my site inspection findings on 23 September 2008.

Gerry McCarthy

Pollution Control, London Borough of Hounslow

These observations have been noted and, where practically possible, actions have been taken to address any issues

Alan McEvilly

Process Manager, Thames Water



LB Hounslow Mogden STW Site Inspection

Date of inspection	03 October 2008
Attendees	Michael Mehta, London Borough of Hounslow Operational Team Leader, Thames Water

LB Hounslow Observation	Thames Water Action / Response
<p>Storm water storage tanks</p> <p>Tank 1 has been retrofitted with a flexible connector hose to facilitate the more effective pumping out of effluent from the hoppers.</p> <p>Tanks 2 & 3 were being actively flushed, or being filled.</p> <p>Tank 4 (covered tank) was temporarily withdrawn from use to facilitate work to a blocked storm return pump.</p> <p>Tank 5 (covered tank) was in use.</p> <p>Tank 6 was empty and clean.</p> <p>Tank 7 was in use.</p> <p>Tank 8 was empty. The hoppers were full. However, there was no odour.</p> <p>Storm tank cleaning log</p> <p>Log checked. Log entries support observations on status of individual storm tanks, as listed above.</p>	<p>No comment to add.</p>



<p>Sludge levels</p> <p>Total sludge levels 1,828m³.</p> <p>Sludge was distributed evenly across the four west side rectangular primary settlement tanks. Each tank holding 457m³.</p> <p>No measured sludge held in the west side circular primary settlement tanks.</p>	<p>No comment to add.</p>
<p>West side hardstanding</p> <p>De-watering was taking place to contents of launder sump, as well as a consignment of grit.</p> <p>Additional notes</p> <p>Breezy conditions. Very low odour levels noted across the site during the site inspection.</p>	<p>No comment to add.</p>

I agree that this report is a true reflection of my site inspection findings on 03 October 2008.

Michael Mehta

Pollution Control, London Borough of Hounslow

These observations have been noted and, where practically possible, actions have been taken to address any issues

Alan McEvilly

Process Manager, Thames Water



LB Hounslow Mogden STW Site Inspection

Date of inspection	09 October 2008
Attendees	Michael Mehta, London Borough of Hounslow Operational Team Leader, Thames Water

LB Hounslow Observation	Thames Water Action / Response
<p>Digesters</p> <p>Digester 20 could be heard releasing gas from around the perimeter seal and this was strongly odorous from within the digester farm.</p> <p>The matter was raised with Thames Water operatives at the time.</p>	<p>As agreed at the time of inspection, manual adjustments were made to the digester unit to reduce any gassing off.</p>
<p>Odour readings (H2S) and odour log</p> <p>Low odour readings had been recorded by the boundary monitors since the previous inspection on the 03 October 2008.</p>	<p>No comment to add.</p>
<p>Tanker delivery</p> <p>A small spillage had occurred from a tanker delivery taking place at the time. Operatives responded promptly and the spillage was quickly cleaned up. This was completed before the finish of the site inspection.</p>	<p>No comment to add.</p>



<p>Sludge levels</p> <p>Total sludge levels 1,372m.</p> <p>All sludge was being held in the west side rectangular primary settlement tanks.</p> <p>No measured sludge held in the west side circular primary settlement tanks.</p>	<p>No comment to add.</p>
<p>Sludge levels</p> <p>Total sludge levels 1,372m.</p> <p>All sludge was being held in the west side rectangular primary settlement tanks.</p> <p>No measured sludge held in the west side circular primary settlement tanks.</p>	<p>No comment to add.</p>

I agree that this report is a true reflection of my site inspection findings on 09 October 2008.

Michael Mehta

Pollution Control, London Borough of Hounslow

These observations have been noted and, where practically possible, actions have been taken to address any issues

Alan McEvilly

Process Manager, Thames Water



<p>Sludge levels</p> <p>Total sludge stock 458m3.</p> <p>Measurements showed that the sludge was being held in west side rectangular tanks numbers 13 and 16 only.</p> <p>No sludge was recorded as being held in the west side circular primary settlement tanks.</p>	<p>No comment to add.</p>
<p>Boundary Odour Monitors (H2S)</p> <p>Odour readings for all the available monitors showed low levels of H2S (below 0.02ppm)</p> <p>At the time of inspection, only three of the boundary monitors were operating- north side, east side and the west side.</p>	<p>No comment to add.</p>
<p>Odour control unit performance monitoring</p> <p>The most recent records were dated 23 October 2008.</p> <p>The east side odour control unit emission reading of 0.01ppm was recorded (action level 0.05ppm)</p> <p>The west side odour control unit emission reading of 0.01ppm was recorded (action level 0.05ppm)</p> <p>The thickening plant outlet was shown to have a faulty sensor, giving a high and incorrect reading.</p>	<p>The faulty sensor has been replaced.</p>



This needs to be actioned promptly.	
Other matters Some discussion took place on the value of trending the performance of the OCU's, so that failure or under-performance could be identified at an early stage.	The OCU performances are continually monitored to quickly identify any problems that may arise.

I agree that this report is a true reflection of my site inspection findings on 24 October 2008.

Michael Mehta

Pollution Control, London Borough of Hounslow

These observations have been noted and, where practically possible, actions have been taken to address any issues

Alan McEvilly

Process Manager, Thames Water



LB Hounslow Mogden STW Site Inspection

Date of inspection	27 October 2008
Attendees	Michael Mehta, London Borough of Hounslow Operational Team Leader, Thames Water

LB Hounslow Observation	Thames Water Action / Response
<p>Storm water storage tanks</p> <p>All tanks except for tank 8 were in use further to rainfall over the previous weekend.</p> <p>Sludge was present in two of the hoppers to tank 8A.</p> <p>While this was not causing any noticeable odour at the time of inspection, as a precaution against odour emission the sludge should be removed promptly.</p>	<p>Storm tank No.8 hoppers were promptly overpumped and drained out.</p>
<p>Storm tank cleaning log</p> <p>The log was checked and the entry in the log confirmed that action was required to empty effluent from the hoppers to storm tank 8A.</p>	<p>Storm tank no.8 hoppers were promptly overpumped and drained out.</p>



<p>Sludge levels</p> <p>Total sludge stock 1,828m³.</p> <p>Measurements showed that the sludge was being held evenly across the four west side rectangular primary settlement tanks, with a volume of 457m³ being held in each.</p> <p>No sludge was recorded as being held in the west side circular primary settlement tanks.</p>	<p>No comment to add.</p>
<p>Boundary Odour Monitors (H₂S)</p> <p>The three boundary odour monitors presently operating-north side, east side and the west side, indicated low measurement of H₂S at the time of inspection and for the period since the previous site inspection.</p> <p>All measurements were below 0.02ppm.</p>	<p>No comment to add.</p>
<p>Digesters</p> <p>A 'Biogas' odour was noticeable in or immediately around the digesters, although I was unable to link the odour to a single digester.</p>	<p>No comment to add.</p>



<p>West side skip</p> <p>One of the skips containing screenings was uncovered. This was a source of very low on site odour, in the immediate vicinity of the skip.</p> <p>Immediate action was taken for a tarpaulin to be put over the skip.</p>	<p>No comment to add.</p>
<p>Other matters</p> <p>On site odour was subjectively at a low level, with the exception of the digester farm.</p> <p>Ground works and services are now completed to facilitate the installation of an additional an additional south side boundary odour monitor.</p>	<p>No comment to add.</p>

I agree that this report is a true reflection of my site inspection findings on 27 October 2008.

Michael Mehta

Pollution Control, London Borough of Hounslow

These observations have been noted and, where practically possible, actions have been taken to address any issues

Alan McEvilly

Process Manager, Thames Water



LB Hounslow Mogden STW Site Inspection

Date of inspection	06 November 2008
Attendees	Michael Mehta, London Borough of Hounslow Operational Team Leader, Thames Water

LB Hounslow Observation	Thames Water Action / Response
<p>Storm water storage tanks</p> <p>Several of the storm tanks were in use.</p> <p>The effluent in the hoppers to tank 8 was being overpumped into the storm return channel at the time of the inspection and this was causing some odour which was noticeable on-site, immediately alongside tank number 8.</p>	<p>No comment to add</p>
<p>Storm tank cleaning log</p> <p>The log confirmed that the storm tanks had been inspected by a Thames operative earlier during the day and an entry had been made in the log which confirmed that action was needed to empty the hoppers to tank 8.</p> <p>An entry also showed that 'overpumping' was in progress at tank 8.</p>	<p>No comment to add</p>



<p>Sludge levels</p> <p>Total sludge stock 80m³.</p> <p>This is an unusually low total volume of sludge being held at the works. The sludge dip measurements recorded that there was no measured quantities of sludge being held in the west side rectangular primary settlement tanks and that all of the recorded total sludge volume of 80m³ was being held in the west side circular primary settlement tanks.</p> <p>The inspection showed that some sludge was visible on the surface of circular primary tank number 10. There was some slight on-site odour near to the weir of this tank, arising from the agitation of the effluent.</p>	<p>The visible sludge was quickly removed during the surface scrapers normal operational cycle.</p>
<p>Boundary Odour Monitors (H₂S)</p> <p>The three boundary odour monitors presently operating-north side, west side and east side, were recording low levels of H₂S at the time of inspection. All measurements were below 0.02ppm H₂S.</p> <p>A new supplementary boundary monitor has now been installed to record H₂S levels to the south west side of the site.</p> <p>This monitor has just been commissioned. The readings for this were also low -below 0.02ppm H₂S.</p>	<p>No comment to add</p>



<p>Odour control unit performance monitoring</p> <p>The faulty sensor to the thickening plant outlet noted in the report for the site inspection of the 24th October, has now been corrected and re-set by 'Pollution Monitors'</p>	<p>No comment to add.</p>
<p>Complaints</p> <p>There have been complaints of odour reported to the Council on various dates in October.</p> <p>The dates on which these were made have been checked against boundary monitor measurements for H₂S, as well as entries in Thames' odour log. The entries in the odour log does not show any unusual activity (s) taking place on the site.</p> <p>However, on several of the dates, the storm water storage tanks were in use and in the absence of any other information, this would seem to be the most likely cause of any off site odour.</p>	<p>As noted the storm tanks were in use, no unusual activities were taking place on site at this time.</p>

I agree that this report is a true reflection of my site inspection findings on 6th November

Michael Mehta

Pollution Control, London Borough of Hounslow

These observations have been noted and, where practically possible, actions have been taken to address any issues

Alan McEvilly

Process Manager, Thames Water



LB Hounslow Mogden STW Site Inspection

Date of inspection	13 November 2008
Attendees	Michael Mehta, London Borough of Hounslow Operational Team Leader, Thames Water

LB Hounslow Observation	Thames Water Action / Response
<p>Storm water storage tanks and storm return channel</p> <p>All of the storm tanks were in use with the exception of tank 8, where the hoppers were being actively pumped out, using a mobile pump.</p> <p>The storm return channel contained storm flow and there was fat floating on the surface of the effluent.</p> <p>There was low level odour noticeable arising from the storm return channel and agitation of effluent being transferred from tank 8 into the channel.</p>	<p>Fat has been removed from storm channel.</p>
<p>Storm tank cleaning log</p> <p>The daily log had been completed for the 13th November and the entries supported my observations that tanks 1-7 inclusive were full and that a mobile pump was being operated to empty effluent from hoppers to tank 8.</p>	<p>No comment to add.</p>



<p>Sludge levels</p> <p>Total sludge stock 2,456m³.</p> <p>Unusually the total measured sludge volume was being held in the covered and odour controlled east side primary settlement tanks and no measured volumes were recorded in any of the open west side rectangular or open west side circular primary settlement tanks.</p>	
<p>Boundary odour monitors (H₂S)</p> <p>The newly installed additional boundary odour monitor located on the south west boundary of the site is now functional and giving readings on the works SCADA system.</p> <p>The readings recorded by the new monitor on the 7th November showed elevated readings which are of concern. Thames Water has been asked to comment on these indicative level</p>	<p>The elevated readings were as a result of calibration error during commissioning. This has now been resolved.</p>
<p>Odour control unit performance monitoring</p> <p>Two recent sets of performance figures were available for the 03 and 12th November 2008.</p> <p>The figures for the 03 November were compliant with the action levels.</p> <p>The figures for the 12 November also complied with the action levels excepting the measured outlet level for the west odour control unit. This has been raised with Thames Water as a matter of urgency.</p>	<p>The reading for the west odour control unit was promptly investigated and the unit was found to be operating efficiently.</p>



<p>Other matters</p> <p>At the time of this site inspection, the agreed retro-fitting of the overpumping facilities had been completed to storm tank 1 only. The modifications to the remaining storm tanks is to be completed by the 24th November.</p> <p>The pasteurisation plant is still undergoing trials with the prospect of the plant operating again by the end of November.</p>	<p>The retrofit remains on programme.</p>
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I agree that this report is a true reflection of my site inspection findings on 13 November 2008.

Michael Mehta

Pollution Control, London Borough of Hounslow

These observations have been noted and, where practically possible, actions have been taken to address any issues

Alan McEvilly

Process Manager, Thames Water



LB Hounslow Mogden STW Site Inspection

Date of inspection	21 November 2008
Attendees	Michael Mehta, London Borough of Hounslow Operational Team Leader, Thames Water

LB Hounslow Observation	Thames Water Action / Response
<p>Storm water storage tanks and storm return channel</p> <p>Tanks 2, 3, 4, 6 and 7 were in use.</p> <p>Tanks 1 and 5 were empty.</p> <p>The effluent in the hoppers of tank 8 were being actively pumped out using a mobile pump.</p>	<p>No comment to add</p>
<p>Sludge levels</p> <p>Total sludge stock 8,765m³.</p> <p>This total measured sludge stock was being held in the covered, odour controlled east side primary settlement tanks. No measured sludge volumes were being held either in the uncovered west side rectangular tanks, or in the uncovered west side circular primary settlement tanks.</p>	<p>No comment to add</p>



<p>Boundary odour monitors (H2S)</p> <p>Readings recorded by the boundary odour monitors were low (below 0.02ppm H2S), excepting the newly installed south-west boundary monitor which recorded elevated readings on various dates, including an episode on the 18th November (up to 0.04ppm), and a single episode on both the 19th and the 20th November, with a reading on each occasion up to 0.03ppm.</p>	<p>No comment to add</p>
<p>Storm tank cleaning log</p> <p>The daily log had been completed for the 21st November and the log entry confirmed that pumping was the required action for tank 8.</p> <p>The entry recorded that 'flushing' was taking place to tanks 2, 3, 6 & 7.</p>	<p>No comment to add</p>
<p>Additional comments</p> <p>Connecting pipework to facilitate overpumping of the storm tank hoppers has now been progressed.</p> <p>The flexible plastic hosing now needs connecting up to the fittings.</p> <p>The new boundary monitor is indicating some odour activity to the southwest of the site. It is most likely that the elevated odour readings are generated by some part of the sludge processing facilities.</p>	<p>No comment to add</p>



**London Borough
of Hounslow**



I agree that this report is a true reflection of my site inspection findings on 21 November 2008.

Michael Mehta

Pollution Control, London Borough of Hounslow

These observations have been noted and, where practically possible, actions have been taken to address any issues

Alan McEvilly

Process Manager, Thames Water



LB Hounslow Mogden STW Site Inspection

Date of inspection	28 November 2008
Attendees	Gerry McCarthy, London Borough of Hounslow Plant Manager, Thames Water

LB Hounslow Observation	Thames Water Action / Response
<p>Storm Water Storage Tanks</p> <p>Tanks 1a and 1b were empty Tanks 2a and 2b were in use but emptying Tanks 3a and 3b were in use Tanks 4a and 4b were in use Tanks 5a and 5b were in use Tanks 6a and 6b were in use Tank 7a was emptying Tank 7b was empty Tanks 8a and 8b were empty</p> <p>It was noted that Amajets 1 and 3 to tank 6a were faulty and Amajet 4 to tank 6b was blocked. There was also a faulty Amajet to tank 7a and it was noticed that there was some grit also on the floor of the tank. The hoppers to tanks 8a and 8b while not odorous were full and need emptying. Please provide a timescale by which the Amajets will have been emptied and hoppers emptied.</p>	<p>All amajets have been reset and returned to service. Hoppers on No.8 storm tank emptied.</p>



<p>Sludge levels.</p> <p>Sludge levels on site were high with 8,238m³ recorded on 28th November (1,828W and 6410E) and 8,239 on 27th November (1828W and 6411E).</p>	<p>No comment to add</p>
<p>Digester Area</p> <p>There was a very recent minor slippage of sludge noted around digester 20 which was not odorous. Please confirm that was cleaned up on 28th November.</p>	<p>Minor sludge spill cleaned up promptly on 28th November.</p>
<p>Additional comments</p> <p>I noted that connecting pipe work to facilitate over pumping of the storm tank hoppers has now been progressed and that the flexible plastic hosing now needs connecting up to the fittings.</p> <p>I have checked the Thames website and noted that the odour monitor readings fro the period 17th -23rd November have not been uploaded onto the site and that the last inspection undertaken by LBH uploaded onto the website took place on 6th November. I cannot over emphasise the need for this information to be uploaded onto the website as soon as it is available in the interest of good community relations with local residents and please provide a timescale by which this will take place.</p>	<p>No comment to add</p> <p>The website is now fully upto date with inspection reports and odour monitor readings. We are sorry for any inconvenience caused by this delay.</p>



**London Borough
of Hounslow**



I agree that this report is a true reflection of my site inspection findings on 28 November 2008.

Gerry McCarthy

Pollution Control, London Borough of Hounslow

These observations have been noted and, where practically possible, actions have been taken to address any issues

Alan McEvilly

Process Manager, Thames Water



LB Hounslow Mogden STW Site Inspection

Date of inspection	04 December 2008
Attendees	Michael Mehta, London Borough of Hounslow Plant Manager, Thames Water

LB Hounslow Observation	Thames Water Action / Response
<p><u>Storm water storage tanks</u></p> <p>Tanks 1-7 inclusive, were in use.</p> <p>The effluent in hoppers to tank 8A were being over-pumped using a mobile pump to transfer effluent into the storm water return channel.</p>	No comment to add
<p><u>Storm tank cleaning log</u></p> <p>The daily log had been completed for the 4th December 2008 and an entry showed that over-pumping was taking place to storm tank 8.</p>	No comment to add
<p><u>Sludge levels</u></p> <p>Total sludge stock 5,618m³</p> <p>916m³ was held in the west side rectangular primary settlement tanks (PST's) , no measurable quantities were held in the west side circular PST's. A total of 4,702m³ was held in the covered (and odour controlled) east side PST's.</p>	No comment to add



<p><u>Boundary odour monitors (H2S)</u></p> <p>All boundary measurements were below 0.02ppm H2S, except for a noticeable spike recorded by the north side monitor on the 02 December 2008, peaking at 0.08ppm. The odour log showed that an investigation was undertaken at the time by the technicians but no odours were found in the vicinity.</p>	<p>No comment to add</p>															
<p><u>Odour control unit performance monitoring</u></p> <table border="1"> <thead> <tr> <th><u>Reading</u></th> <th><u>Action level</u></th> <th><u>Compliant</u></th> </tr> </thead> <tbody> <tr> <td>East odour control unit (ocu) outlet reading 0.01ppm</td> <td>0.05ppm</td> <td>Yes</td> </tr> <tr> <td>West ocu outlet reading 0.01ppm</td> <td>0.05ppm</td> <td>Yes</td> </tr> <tr> <td>Sludge reception outlet 0.23ppm</td> <td>1ppm</td> <td>Yes</td> </tr> <tr> <td>Thickening plant outlet 0.31ppm</td> <td>1ppm</td> <td>Yes</td> </tr> </tbody> </table>	<u>Reading</u>	<u>Action level</u>	<u>Compliant</u>	East odour control unit (ocu) outlet reading 0.01ppm	0.05ppm	Yes	West ocu outlet reading 0.01ppm	0.05ppm	Yes	Sludge reception outlet 0.23ppm	1ppm	Yes	Thickening plant outlet 0.31ppm	1ppm	Yes	
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<p><u>Digesters</u></p> <p>There was evidence of a recent spillage and cleaning up operation around the base of digester 14.</p> <p>There had been a more recent spillage from digester 20.</p> <p>These incidents were discussed and it is thought that spillages had resulted from an incorrect mix of SAS:sludge, being fed into the digesters. A clean up around digester 20 was immediately requested. Odour levels associated with both of these spillages were low.</p>	<p>The digester area is monitored regularly and any spillages are promptly dealt with and thoroughly cleaned.</p> <p>After this was investigated further it was found that temperature variations in Digester 20 was the cause of the minor spillage.</p>															



**London Borough
of Hounslow**



I agree that this report is a true reflection of my site inspection findings on 04 December 2008.

Michael Mehta

Pollution Control, London Borough of Hounslow

These observations have been noted and, where practically possible, actions have been taken to address any issues

Alan McEvilly

Process Manager, Thames Water



LB Hounslow Mogden STW Site Inspection

Date of inspection	11 December 2008
Attendees	Michael Mehta, London Borough of Hounslow Plant Manager, Thames Water

LB Hounslow Observation	Thames Water Action / Response
<p><u>Storm water storage tanks</u></p> <p>Tanks 1, 2B, 3, 4, 5, 6A, and 7 were in use.</p> <p>The hoppers to 2A were full and programmed for pumping out.</p> <p>6A had sludge on the surface and two of the Amajets were not functioning.</p> <p>One of the hoppers to 8A was full and over-pumping of the hoppers to 8B was in progress using a mobile pump and the extracted effluent was being decanted into the storm return channel.</p>	<p>The hoppers were pumped out as recorded.</p> <p>The surface was washed down with hoses and amajets were reset and returned to operation.</p>
<p><u>Sludge levels</u></p> <p>Total sludge stock 4,274m³</p> <p>The sludge dip measurements recorded no quantities of sludge being held in the uncovered west side rectangular and uncovered west side circular primary settlement tanks (pst's).</p> <p>All sludge was being held in the covered (and odour controlled) east side pst's.</p>	<p>No comment to add.</p>



<p><u>Boundary odour monitors (H2S)</u></p> <p>The monitors for the north side, west side, south side, east side, central and south west</p> <p>were all operational. H2S levels were low with the exception of a noticeable spike up to 0.06ppm recorded by the new south west monitor on the 10 December.</p> <p>This was discussed at length at the time of the inspection and it was considered that this was an accurate record of H2S levels arising from biogas (methane) loss in the digester area.</p>	<p>The spike was investigated and the natural loss of biogas from the digester area was the probable cause.</p>															
<p><u>Odour control unit (ocu) performance monitoring</u></p> <table border="1"> <thead> <tr> <th><u>Plant reading</u></th> <th><u>Action level</u></th> <th><u>Compliant</u></th> </tr> </thead> <tbody> <tr> <td>East ocu outlet reading 0.01ppm</td> <td>0.05ppm</td> <td>Yes</td> </tr> <tr> <td>West ocu outlet reading 0.01ppm</td> <td>0.05ppm</td> <td>Yes</td> </tr> <tr> <td>Sludge reception outlet</td> <td></td> <td>Yes</td> </tr> <tr> <td>Thickening plant outlet</td> <td>0.31ppm</td> <td>Yes</td> </tr> </tbody> </table>	<u>Plant reading</u>	<u>Action level</u>	<u>Compliant</u>	East ocu outlet reading 0.01ppm	0.05ppm	Yes	West ocu outlet reading 0.01ppm	0.05ppm	Yes	Sludge reception outlet		Yes	Thickening plant outlet	0.31ppm	Yes	
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Sludge reception outlet		Yes														
Thickening plant outlet	0.31ppm	Yes														



<p><u>Digesters</u></p> <p>Some odour was noticeable in the immediate vicinity of the digesters and there was evidence that one of the digesters had recently emitted gas via the annular seal.</p>	<p>No comment to add.</p>
<p><u>West side primary settlement tanks</u></p> <p>Rectangular tank 15 had been drained for maintenance/repair work. The hoppers contained sludge and were odorous.</p> <p>The tank was to be returned to service forthwith.</p>	<p>An odour notification had been sent out to forewarn of this essential maintenance work. Any residual sludge was removed as part of the sequencing process.</p>



**London Borough
of Hounslow**



I agree that this report is a true reflection of my site inspection findings on 11 December 2008.

Michael Mehta

Pollution Control, London Borough of Hounslow

These observations have been noted and, where practically possible, actions have been taken to address any issues

Alan McEvilly

Process Manager, Thames Water



LB Hounslow Mogden STW Site Inspection

Date of inspection	16 December 2008
Attendees	Michael Mehta, London Borough of Hounslow Plant Manager, Thames Water

LB Hounslow Observation	Thames Water Action / Response
<p><u>Storm water storage tanks</u></p> <p>Tanks 1, 2, 3, 4, 5, 6 and 7 were in use. Tanks 1, 2, 6 and 7 were full.</p> <p>There was a low volume of effluent in tank 8.</p>	<p>The effluent was subsequently pumped out of tank 8.</p>
<p><u>Storm tank cleaning log</u></p> <p>The condition of the tanks had been inspected on the 16th December and the log had been properly completed.</p> <p>Entries in the log, showed that all the tanks were full, except for tank 8. (the daily log for the 15th December showed that all the tanks had been full, except for tanks 1 & 8)</p>	<p>No comment to add.</p>



<p><u>Sludge levels</u></p> <p>Total sludge stock 5,770m³.</p> <p>The sludge dip measurements recorded that no quantities of sludge were being held either in the uncovered west side rectangular primary settlement tanks (pst's), or in the uncovered west side circular pst's.</p> <p>All sludge was being held in the covered (and odour controlled) east side pst's.</p>	<p>No comment to add.</p>
<p><u>Boundary odour monitors (H₂S)</u></p> <p>H₂S levels were low, with the exception of a pronounced spike recorded by the north side monitor on the evening of the 15th December.</p>	<p>As with all variations in odour levels, this spike was investigated and no evidence of significant odour was found on site.</p>
<p><u>Digesters</u></p> <p>There was a noticeable 'biogas' odour in the immediate vicinity of the digesters. Digester 11 was losing biogas from bubbling through its annular seal.</p>	<p>This was reported to the Control Room and action was taken to minimise seepage from the seal.</p>



<p><u>Odour control unit (ocu) performance monitoring</u></p> <p>Please refer to previous week's readings, further to the inspection of the 11th December.</p>	
<p><u>West side primary settlement tanks</u></p> <p>Further to the previous week's inspection report, tank 15 has been returned to service.</p>	<p>No comment to add.</p>
<p><u>Comments</u></p> <p>The elevated odour level recorded by the northside monitor requires investigation and comment.</p> <p>The east side ocu is presently operating with the loss of one fan. The ocu is critical odour abatement plant and the outlet readings will need careful monitoring, until the operation of the fan is restored.</p>	<p>The east OCU has three fans which operate on a 2 duty to 1 standby basis The loss of 1 fan had no deterioration on the performance of the unit.</p>



**London Borough
of Hounslow**



I agree that this report is a true reflection of my site inspection findings on 16 December 2008.

Michael Mehta

Pollution Control, London Borough of Hounslow

These observations have been noted and, where practically possible, actions have been taken to address any issues

Alan McEvilly

Process Manager, Thames Water



LB Hounslow Mogden STW Site Inspection

Date of inspection	24 December 2008
Attendees	Michael Mehta, LB Hounslow Operational Team Leader, Thames Water

LB Hounslow Observation	Thames Water Action / Response
<p>Storm water storage tanks</p> <p>Tanks 1, 2, 3, 4, 5, 6 and 7 were in use.</p> <p>Two Amajets were not operating in tank 7B.</p> <p>Tank 8 was empty.</p>	<p>The faulty amajets were reported to the maintenance team who promptly returned to the amajets to operation.</p>
<p>Storm tank cleaning log</p> <p>The condition of the tanks had been inspected earlier in the day on the 24th December and confirmed the status of the tanks and the presence of faulty Amajets in tank 7B.</p>	<p>See above</p>



<p>Sludge levels</p> <p>Total sludge stock for the 24 December 3,846m³ (2,350m³ on the 23 December and 2,583m³ on the 22 December).</p> <p>The sludge dip measurements recorded no quantities of sludge were being held in the uncovered west side rectangular primary settlement tanks (pst's), or in the uncovered west side circular pst's.</p> <p>All sludge was being held in the covered (and odour controlled) east side pst's.</p>	<p>No comment to add.</p>
<p>Boundary odour monitors (H2S)</p> <p>The traces showed that levels were low on the day of inspection (below 0.02ppm) and had been low during the days preceding.</p> <p>On the 24th December, the south west monitor had detected some H2S activity which did not exceed 0.02ppm and the westside monitor had also detected some H2S activity but again, this was below 0.02ppm.</p>	<p>No comment to add.</p>
<p>Odour log</p> <p>Entries in the log showed that some on-site odour had been recorded from the pasteurisation plant by both the day and night shifts on the 23 December</p>	<p>As recorded in the odour log this was investigated and the localised odours were not found present on the boundary monitor readings.</p>



Odour control unit (ocu) performance monitoring 23/12/2008				It was later found reading taken on west OCU was recorded in parts per billion (ppb) rather than parts per million (ppm)
Plant	Reading (ppm)	Action Level (ppm)	Compliant	
East ocu outlet	0.01	0.05	Yes	
West ocu outlet	0.11	0.05	No	
Sludge reception outlet			Yes	
Thickening plant outlet	0.3	1	Yes	
Pasteurisation plant inlet	8.7			
Pasteurisation plant outlet	0.3	0.6	Yes	
Digesters				This was promptly actioned.
Evidence of foaming from digester 15. Clean up requested.				
Additional comments				This minor spillage was promptly washed down with hoses.
Evidence of sludge spillage in vicinity of raw sludge holding tanks. Clean up requested.				



<p>Odour complaint</p> <p>Regarding the odour complaint made on the 23 December from Bankside Close, the odour readings do not support this complaint however, the odour log indicates that there was odour arising from the operation of the pasteurisation plant.</p> <p>Regarding the odour complaint made on the 24 December from Godfrey Avenue, the odour readings do not support this complaint.</p>	<p>Any variation in site odour levels are promptly investigated and recorded in the odour log.</p> <p>No comment to add.</p>
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I agree that this report is a true reflection of my site inspection findings .

Michael Mehta

Pollution Control, London Borough of Hounslow

These observations have been noted and, where practically possible, actions have been taken to address any issues

Alan McEvilly

Process Manager, Thames Water