

# Residents Liaison Meeting

Date/Time: 7 September 2011 6pm  
Venue: Conference Room, Mogden STW  
Chair: John Sullivan, Thames Water



## Attendance

Name		Representing
* John Sullivan	JS	Thames Water (Chair)
* Cllr Arnie Gibbons	AG	London Borough of Richmond Upon Thames
^ Cllr Corinna Smart	CS	London Borough of Hounslow
^ Cllr Brad Fisher	BF	London Borough of Hounslow
* Gerry McCarthy	GM	London Borough of Hounslow
* Tony Bull	TB	London Borough of Hounslow
* Shaun Case	SC	London Borough of Richmond Upon Thames
* Bruce Montgomery	BM	Cole Park Residents Association
^ Barry Edwards	BE	Mogden Residents Action Group (MRAG)
* Richard Johnston	RJ	Queensbridge (North) Residents Company
* Brian Pailin	BP	Queensbridge (South) Residents Company
* Mark Grimshaw	MG	Thames Water – Operations Manager
* Zak Espi-Castillo	ZEC	Thames Water – Process Manager
* Adrian Jack	AJ	Thames Water – Project Manager
* Emily Goren	EG	Thames Water – Communications

### Apologies received from:

Richard Aylard	RA	Thames Water
Cllr Linda Davies		London Borough of Hounslow
Cllr Ed Mayne		London Borough of Hounslow
Cllr Geoff Acton		London Borough of Hounslow
PC Jan Thomson		Metropolitan Police Service
Keith Knight		St John's Road Residents Association
Joyce Diment		WERFA (Woodlands Estate Residents Association)
Clare Montgomery		Cole Park Residents Association

Present – Full Time (\*), Part Time (^)

<b>Item</b>	<b>Description</b>	<b>Action</b>
<b>1.0</b>	<b>Review of previous minutes</b>	
1.1	EG confirmed that an email notification was sent out for the August issue of the Mogden newsletter.	
1.2	EG is to ask Legal if it is okay to release the final version of the 2009 off site summer mosquito survey to TB.	EG
1.3	MG confirmed that the smoke test of the covered storm tanks had been carried out and was okay.	
1.4	EG to follow up with TW's waste control centre regarding getting the EA data for Mogden's storm discharges to send to BE.	EG
1.5	<p>BE reported that he had a very positive meeting with TW's Commercial Director back in June. There is to be a follow up meeting with TW's Innovation team later this month with the aim of running odour mitigation experiments at another sewage treatment works with processes similar to Mogden's.</p> <p>BE went on to report that the talk given at the Richmond Environmental Information Centre on the Thames Tunnel was well presented and well received.</p> <p>BE also said that it was chlorine, not sulphur, he wanted to ask about in the last meeting, as it is dangerous for fish and asked whether we monitored for it in the outfall? JS replied, no because the regulations are very strict with regards to Chlorine in the UK and you wouldn't be able to detect it in our final effluent.</p> <p>BE added that the increasing use of detergents in homes will cause a problem in future. JS noted BE's concern and said that the Environment Agency may change their consents in future.</p> <p>BE also asked about TW supporting the dredging of the River Thames in the last meeting, which RA said he would look into. EG is to follow this up.</p>	
1.6	ZEC reported that TW are having regular meetings with Simon Eaton-Walker and his concerns about fence checks will be addressed by adding a barcode at the end of the fence line that the operative will have to scan to complete the job.	EG ZEC
1.7	EG said that John and Barbara Ismay, Thames Water's entomological consultants had agreed to come and give a mosquito talk at the December residents meeting. It was also requested that a plan is produced to show the sites surveyed during the mosquito inspections.	JI/BI/EG
1.8	<p>BE said that it was him that raised the odour issue at Station Approach in Twickenham, near the Albany pub. MG said that the network team didn't find anything untoward, and that there is no council boundary restriction on the TW network team.</p> <p>AG said that the St Margarets area say any odour is a problem at Mogden.</p> <p>CS asked on behalf of EM about Memorial Square. AJ asked if it was a regular occurrence? BE said that he thinks the Twickenham problem is a big drain emanating odour, but couldn't say about Memorial Square.</p> <p>CS said that there was a drain on the London Road near the fire station and Spring Road that EM says always smells. JS said that the low flow in sewers in the morning can cause an odour issue, as the flow isn't high enough to cleanse the sewer. JS added that Berlin has the same problem.</p> <p>BE added that there is odour at Redless Park tonight. CS agreed that she had smelt odour along Twickenham Road. MG said that the uncovered storm tanks were currently in use.</p>	
1.9	Cllr Smart requested that we reschedule the site tour in the Spring but not to have it coincide with a residents meeting.	AJ/SR
1.10	There were no other comments and so the previous minutes were accepted as a true record of the meeting.	

Item	Description	Action
2.0	<b>Operations and Communications</b>	
2.1	<p>EG ran through the operations update, including:</p> <ul style="list-style-type: none"> <li>• Memorial garden rededication and refurbishment.</li> <li>• Mogden's 75<sup>th</sup> birthday time capsule.</li> </ul> <p><b>Post meeting note:</b> This will now not take place due to a lack of interest.</p> <p>EG also spoke about the operational correspondence graph showing the complaints that have been received so far this year:</p> <ul style="list-style-type: none"> <li>• 145 complaints in total, with 26 odour complaints, 2 odour and mosquito complaints and 1 mosquito complaint in June, 31 odour complaints in July and 12 odour complaints in August.</li> </ul> <p>EG then went through the notifications issued from June to September via the Mogden notification mailing list.</p> <p>EG ran through the communications update, including:</p> <ul style="list-style-type: none"> <li>• August Mogden Update newsletter.</li> <li>• Network Challenge event at Kew Bridge Steam Museum in collaboration with the Hounslow Education Business Partnership.</li> </ul>	
2.2	BE said that he wanted odour and mosquito complaint data to be included in the time capsule.	
2.3	BF said that this summer has been the most odorous for some years, especially in the Hounslow South area. CS read out the number of complaints that the London Borough of Hounslow have received this year. GM is to email the figures to EG.	GM
2.4	CS asked about gassing from the annular seals of digesters 5-9 in particular, and whether this would be reduced once the new gas compressors came online. AJ said that it was less likely to happen once the gas compressors are switched on, but can't guarantee that this will be the case. GM added that many complaints are caused by biogas and weekly he sees the digesters gassing. AJ said that the new gas compressor house was switched on yesterday (6 September) but it had not been commissioned yet. GM replied that the switch on should have been 28 August and both residents and the council have been patient with TW. MG said that TW fully expects to see results from the new gas compressor house but vibration issues have set the programme back.	
2.5	<p>CS and GM had a site visit of Mogden on 14 July this year and were told that the parts for the Amajets that weren't working at the time were on order, and were expected in 4 weeks. ZEC said that the Amajet manufacturers have long lead times for spares. ZEC also added that we are looking to trial a different type of Amajet with 3 fixed heads, rather than a swing motor, which should be more reliable. CS asked if there was something wrong with our procurement process, as 6-8 weeks is too long to wait. CS added that she feels the Thames Tunnel has taken focus away from Mogden.</p> <p>BE said that it would be useful if internally within Thames Water Mogden is given special status. JS responded that Mogden already has special status along with our other London sites including Hampton and Crossness. JS asked MG about Mogden's critical spares to which MG replied that we have a list of critical spares that is continually being reviewed. There is a lot of large, bespoke assets at Mogden so when replacing these assets, we are trying to replace them with off the shelf equipment instead. Where we have to replace bespoke with bespoke, hold ups occur with our third party suppliers, as it takes time to make the equipment. CS asked how Crossness compares with Mogden. JS replied that Crossness is different in both age and design compared to Mogden. The storm tanks are covered at Crossness and there are no swing jets (Amajets).</p> <p>GM said that the problem wasn't just down to the Amajets, as primary settlement tank (PST) 16 has been out of service for a number of weeks. GM was told that TW's Projects department was going to fix it, but then he was subsequently told that the tanks are going to be covered early next year and so the repair will be delayed until then. GM feels that the bottleneck for getting money for maintenance like this exists further up the chain in Thames Water. GM added that RA's email</p>	

<b>Item</b>	<b>Description</b>	<b>Action</b>
	<p>response after their meeting did not answer his questions. CS asked if Thames Water could respond again, as it has been an uncomfortable summer for residents but with no PR spin, please!</p> <p>BE asked JS to put his weight behind BE's involvement with TW's Innovation department, as BE believes that population growth in the area will overwhelm Mogden again within six to eight years, whereas small improvements could be made to the old works. BE added that the high court case and the abatement notices were all to try to get Mogden improved.</p> <p>GM stated he thinks there is still a regular gas release from the digester seals despite the improvements. He is expecting big improvements once the new gas compressors are in service.</p>	MG/EG
2.6	CS, BE and BF all left with apologies.	Note
2.7	AJ said that there was a further digester cleaning notification to come this month.	
	GM asked ZEC about the last notification regarding the raw sludge holding tank (RSHT). ZEC said that it had a fault and had to be taken out in an emergency.	
2.8	CS said that no invite email was sent to Councillors for the network challenge event, as promised by Hilary Murgatroyd at the last residents meeting. EG apologised on behalf of HM.	
<b>3.0</b>	<b>Mosquito survey results</b>	
3.1	EG ran through the mosquito update, including: <ul style="list-style-type: none"> <li>Updated graphs showing mosquito activity year-to-date.</li> </ul>	
3.2	TB said that we didn't see the dip that we should have when switching to the summer survey this year, and therefore recommends more flexibility next year so that a switch can be made earlier if the temperature rises dramatically early, as it did this year.	Note
<b>4.0</b>	<b>Sewage Treatment Work Upgrade Project – an update</b>	
4.1	AJ ran through the extension project update, including: <ul style="list-style-type: none"> <li>Key progress to date</li> <li>Inlet works / PSTs / Aeration lanes / FSTs / Sludge stream</li> </ul>	
4.2	BP asked why the pasteurisation reactor was made abroad. AJ replied because they are not made in the UK. AJ added that this is the first of four new reactors, which will be in addition to the eight already in situ.	
	RJ asked what creates the heat for the pasteurisation? AJ answered hot water from the combined heat and power (CHP) engines.	
4.3	GM asked if the new screens would be more efficient than the existing screens? ZEC said yes, as they will be at 45 degrees. ZEC added that the existing screens have a continuous rolling refurbishment programme. Modifications are undertaken during refurbishments to further improve screen reliability.	
	RJ asked if no experimentation had been done with regard to the best operation of screens in sewage treatment works. AJ said that Severn Trent had a test site.	
4.4	AJ said that we are making preparations to break through to the high level sewer, which will be exciting, as the sewer will be in full flow at the time.	
	The new PSTs are currently being covered and will be in service early next year, so that the work to cover the old west side rectangular PSTs can begin.	
	The final phase of piling has begun at a rate of 50 a day. We are scheduled to finish in November, although we are currently having a short break.	
4.5	AJ referred to the failure of the RSHT that a notification was sent out about and said that the extension project is moving the two existing RSHTs and at the same time making them twice as big. The first modified tank is due to be completed in November.	

<b>Item</b>	<b>Description</b>	<b>Action</b>
4.6	AG left with apologies.	Note
<b>5.0</b>	<b>AOB</b>	
5.1	GM asked for an update on Entec returning to Mogden. MG said that the final report from TW on the aeration lanes was due at the end of September, and that we are trying to book Entec for the end of the month.	MG
5.2	GM said that RA had promised a presentation on future capacity at Mogden. EG replied that she was in contact with RA about this.  RJ asked if it would be better to organise another date for the site visit and have the presentations (mosquito and capacity) afterwards, rather than taking up time at the residents meeting. The general consensus was that the site visit should be on a separate date in the Spring, but not the presentations.	EG
5.3	BP asked if TW are doing research and development on sewage treatment at an international level? JS said that the EU are bringing in regulations with regard to pharmaceuticals and other chemicals present in sewage.	
5.4	RJ asked for a further explanation on why you get an odour from drains. JS said that when the sewers are full, the air space is reduced and the flow is high, which means the sewage is relatively fresh. When the sewers are empty, there is more air and the sewage is more concentrated. The air picks up the odour produced as it flows through the pipe, taking any odour with it. There are stacks along the sewer that look like lampposts that act as vents for this air.  BM asked how sewer inspections worked and if they were complaint driven? JS said no, there are regular maintenance programmes, including CCTV surveys, with a focus on problem areas.	
5.5	TB said that he was unhappy that the fungus gnat outbreak due to scraper failure in the covered PSTs on the east side, was flagged up to TW by LBH after residents and businesses had complained to LBH. How is this going to be addressed in the future? ZEC explained the modifications that are being carried out on the tanks including adding a jetting system.  <b>Post meeting note:</b> Our entomological consultants are also checking the tanks every time they visit site.  RJ said these tanks were retrospectively covered, did we have a problem before when they were open air? ZEC replied, no because they had a different scraper system then. JS added that with covering the tanks the scraper system had to be changed because the original system wouldn't work with the roofs in place. AJ also added that the design of the new tank scraper system will have a mechanical flag to show the bottom scrapers are operating.  TB asked what the trigger will be for next year? ZEC said that the operatives will be able to keep the sludge down better in future. TB asked for a timescale on the work. ZEC said it is with TW's Projects department and it should be April next year.  TB then asked what happened with PST 7? ZEC said that the pump failed and all the others on the other tanks have now been checked.  GM said that he was shocked at the depth of the sludge blanket on the east side PSTs and that the issue should have been raised with site management by the operatives taking the sludge dips.  AJ suggested making an amendment to the mosquito management plan to include gnats.  GM asked if getting money for the east side PSTs was the issue? ZEC said no, as the capital scheme has been approved.  TB said that TW need an action plan that can be brought in within 24 hours in future to prevent nuisance to residents. RJ agreed.	

<b>Dates of future meetings</b>	Wednesday 7 December 2011 Wednesday 7 March 2012 Wednesday 6 June 2012	<b>Time</b>	6pm
<b>Location</b>	Conference Room, Mogden STW		