

Residents Liaison Meeting



Date/Time: 17 September 2008 – 5.30pm
Venue: Conference Room, Mogden STW
Chair: Richard Aylard, Thames Water

Attendees:

Name	Representing
Jane Talbot	Queens Road Residents Association
Keith Knight	St Johns Road Residents Association
Simon Eaton Walker	MRAG
Marianne Welsh	MRAG
Mr Michael Mehta	London Borough of Hounslow
Mr Tony Bull	London Borough of Hounslow
Richard Aylard	Thames Water – Meeting Chair
Keith Gardner	Thames Water – Area Operations Manager
Alan McEvelly	Thames Water – Process Manager, Mogden
Nick Fawcett	Thames Water – Principal Project Manager
Mark Matthews	Thames Water – Senior Planner
Kate Hughes	Thames Water – Project Communication Manager
Andy Gingell	Thames Water - Project Communication Advisor

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No	Item	Actions
	<p>Agenda, slide 2</p> <ol style="list-style-type: none"> 1. Apologies 2. Odour Improvement Project 3. Odour 4. Working for a cleaner River Thames 5. Mosquitoes 6. Communications 7. Any Other Business 8. Proposed date for next meeting 	
	<p>Review of minutes from last meeting</p> <p>No minutes available for review</p>	
1	<p>Apologies received from:</p> <p>Cllr Barbara Reid Cllr Matthew Harmer Rachel Addis</p>	
2	<p>Odour Improvement Project</p> <p>Nick Fawcett introduces the odour improvement project, running through the scope of work.</p> <p>Nick Fawcett explained that the east side circular primary tanks were in the process of being decommissioned ahead of them being converted into final settlement tanks.</p> <p>Simon Eaton-Walker asked about what independent odour tests were being carried out on the improvements?</p> <p>Nick Fawcett explained that TW have instructed OdourNet to carry out Mogden's odour assessment, as they are an industry leading and independent odour company.</p> <p>Simon Eaton-Walker asked if OdourNet will be taking samples outside of Mogden's boundary?</p> <p>Nick Fawcett answered no, because any odour generated off site by our work at Mogden must have a source on site. OdourNet use a complex dispersion models that take into account weather, buildings and much more to measure the spread of any odour from Mogden.</p>	



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	<p>Simon Eaton-Walker asked if the model took into account complaint data from local residents?</p> <p>Nick Fawcett explained that the OdourNet use a physical model that does not include customer complaints.</p> <p>Simon Eaton-Walker suggested that by not using complaint data, TW are not seeing the whole picture.</p> <p>Nick Fawcett disagreed.</p> <p>Simon Eaton-Walker voiced his concerns that Thames Water had been ignoring the real concerns of the residents.</p> <p>Richard Aylard stated that wasn't the case.</p> <p>Simon Eaton-Walker stated that he understood that the odour improvements would reduce odour by 100%.</p> <p>Richard Aylard clarified that TW had been funded to reduce odour by 66%, compared to the 2003 odour survey.</p> <p>Nick Fawcett proceeded to talk through a selection of photographs showing the project improvements to the site. These covered the following.</p> <ul style="list-style-type: none"> • Screen house and screen handling plant • Screen conveyors and washpactors • Fine screens and pre-aeration lanes • Grit channels and grit skip enclosures • Storm weir and storm tanks • West side primary tanks • East and West odour control units <p>Simon Eaton-Walker asked if sealed skips, like on the washpactors, could be used in the grit skip enclosures?</p> <p>Keith Gardner explained that sealed skips are not appropriate for this part of the process as the grit drops out of chutes at the top of the enclosure.</p> <p>Keith went onto explain that we are currently trialling using larger skips to reduce lorry movements in and out of the site and reduce the time that skips are left onsite for collection.</p> <p>Keith also explained that to reduce odour emissions, the doors on the enclosures remain shut whenever possible and any skips awaiting collection are covered with tarpaulins.</p> <p>Keith gave details on the new disposal process, explaining that rather than the grit going of to land fill, it is now being recycled off</p>	



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	<p>site; being washed and turned into aggregate.</p> <p>Nick Fawcett continued to talk through the photos talking through the primary and storm tank photos.</p> <p>Simon Eaton-Walker asked when the 66% reduction of odour was decided? And that Thames Water committed to eliminating all odour.</p> <p>Richard Aylard stated that we have never said we will reduce odour by 100%</p> <p>Simon Eaton Walker challenged Richard's statement and suggested that the 100% commitment was before his time at Thames Water.</p> <p>Keith Gardner then went onto clarify explaining that in the past we committed to a significant reduction in odour.</p> <p>Simon Eaton-Walker was not pleased with this response and suggested we go back further to find out what TW had committed to.</p> <p>Richard Aylard reiterated that we are formally committed to achieving a 'regulatory output' of a 66% reduction of odour against the 2003 odour survey.</p> <p>Nick Fawcett went into detail on the next OdourNet survey explaining that the next odour survey needs to be carried out at a similar time to the last under the correct conditions, and that OdourNet would be choosing the date, without notifying Thames Water.</p> <p>Jane Talbot asked how and where the survey would be carried out?</p> <p>Nick Fawcett answered explaining that samples of air are taken from all the open processes to make their odour readings.</p> <p>Simon Eaton-Walker asked how can we compare the two surveys like for like when the site has changed so much?</p> <p>Nick Fawcett explained that odour samples will be taken from the open parts of the works, and the ventilation stacks to measure the cover, extract and treat parts of the works.</p> <p>Jane Talbot asked how are OdourNet going to take their samples? Asking particularly about the proximity of sampling to the different parts of the site.</p> <p>Nick Fawcett explained some of the techniques.</p> <p>Simon Eaton-Walker suggested that samples should be taken</p>	



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	<p>beyond the site boundary, for example at resident's properties.</p> <p>Nick Fawcett clarified how important it is to measure odour at the source of odour.</p> <p>Jane Talbot asked how OdourNet would sample odour from the odour control units?</p> <p>Nick Fawcett explained that samples will be taken directly from the stacks.</p> <p>Richard Aylard went on to explain there is an independent audit process involved in assessing the effectiveness of the odour improvement project.</p> <p>Simon Eaton-Walker raised his concerns, stating that the odour sampling technique is flawed.</p> <p>Richard Aylard reassured him that TW are using a well-respected independent external company which will in turn be audited by a well respected consultant, on behalf of Ofwat, to ensure that the regulatory output has been achieved.. Richard then suggested that should Simon have any concerns about the survey he should write to the regulator, OFWAT.</p>	
3	<p>Odour</p> <p>Keith Gardner gave an overview of operational odour onsite, running through the odour notifications, and complaints graph.</p> <p>He went on to explain that we had received more complaints this summer than in previous years.</p> <p>Jane asked Keith if there was an explanation for the February complaint spike?</p> <p>Keith explained that during that month, there was very little breeze and the warm days and cold nights created a temperature inversion that caused any odour to drop on the local area. Also a leaking seal on a digester did not help.</p> <p>Jane Talbot asked if we had been using the storm tanks recently.</p> <p>Keith Gardner explained that owing to high levels of rainfall we have had to use the tanks.</p> <p>Simon Eaton-Walker asked for access to the storm tank data.</p> <p>Keith Gardner explained that this could not be provided, and that Simon knew why that was the case.</p> <p>Simon Eaton-Walker asked for clarification on why he was not</p>	



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	<p>entitled to the information.</p> <p>Keith went on to explain that owing to the litigation case being brought against Thames Water from MRAG, it was not appropriate to disclose that information.</p> <p>Michael Mehta clarified that the storm tanks were in use.</p> <p>Jane Talbot asked if the storm tanks were being converted to final settlement tanks?</p> <p>Keith Gardner answered no, clarifying that it was the east side circular primary tanks that were being converted.</p>	
4	<p>Working for a cleaner River Thames</p> <p>Nick Fawcett introduced the proposed Tidal Thames Quality Improvements for Mogden. He explained that the aim of the project was to reduce the number of direct discharges of storm sewage into the Tidal River Thames.</p> <p>He explained that there are two main parts to this work. The first step is to optimise the existing works, enabling the capacity to increase by 100 megalitres per day through refurbishing the existing 72 final settlement tanks (so that more solids can be retained) and converting the east side circular primary tanks to final settlement tanks.</p> <p>The second part of the improvements relates to our proposals set in our planning application.</p> <p>These improvements will make up the difference to enable the capacity of the works to meet the proposed 1064 megalitres per day.</p> <p>Nick also explained the reason for refurbishing the existing works is to minimise the size of the proposed additional plant.</p> <p>Nick Fawcett discussed the proposals for the digester area explaining that we were planning to upgrade the gas extraction system on the digesters. This will help improve the levels of renewable energy produced on the site and reduce any odorous emissions escaping into the atmosphere (from gassing off).</p> <p>Nick explained that the embankment may look strange to some people, but the profile had been designed to protect a number of mature oak trees that will help the biodiversity to quickly recover, and to protect a small number of badger sets.</p> <p>Nick assured those present that we have carried out extensive ecological surveys and have put mitigation measures in place to</p>	



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	<p>keep any adverse impacts to a minimum. All of these are detailed in our planning proposals.</p> <p>Michael Mehta asked if planning permission is granted, what would the impact be on the storm tank use?</p> <p>Nick explained that by increasing the ability to treat incoming flows into the works, we can put incoming flows through the process rather than going to the storm tanks.</p> <p>Nick reiterated that this project is about reducing discharges to the River and that the reduction of storm tank use would be an additional benefit.</p> <p>Jane Talbot asked if the digesters are covered?</p> <p>Nick Fawcett answered yes.</p> <p>Jane Talbot asked what the difference is between the two odour control units and if the proposed extension will be fed into one of these.</p> <p>Nick explained that the proposed improvements will have their own, new odour control unit.</p> <p>Jane Talbot asked what type of odour control unit TW planned to use?</p> <p>Nick Fawcett explained that the proposals are for a chemical one.</p> <p>Jane Talbot asked what happens to the chemicals after they have been used?</p> <p>Nick Fawcett answered, explaining that chemicals are disposed of through the sewage treatment process, and that this is a perfectly safe and environmentally friendly way of doing so.</p> <p>Richard Aylard gave a summary of the project.</p> <p>Marianne Welsh sought clarification that the site was not going to be taking more sewage.</p> <p>Richard Aylard explained that the scheme has accounted for some headroom to allow for expansion within the existing catchments area, however there are no plans for Mogden to take more wastewater from other areas of London.</p> <p>Nick Fawcett summarised the main drivers for the scheme, reiterating that the proposals are about improving the water quality of the Tidal River Thames and meeting tightened EA consents.</p>	



5	<p>Mosquitoes</p> <p>Keith gave an overview of how Thames Water monitor and control mosquitoes at Mogden.</p> <p>Keith then ran through a summary of the graphs detailing the findings of the mosquito surveys.</p> <p>Tony Bull raised concerns that this year's mosquito leaflet had gone out late.</p> <p>Keith Gardner assured that this would not happen again.</p> <p>Jane Talbot asked if wet weather meant more or less mosquitoes at Mogden?</p> <p>Keith Gardner explained that wet weather conditions mean more.</p> <p>Richard Aylard asked Tony Bull if he had any comment to add.</p> <p>Tony Bull explained that he was concerned about a number of peaks that were detailed on some of the graphs. He also requested that the graphs be simplified so there are only two lines on display.</p> <p>Andy Gingell agreed to do this, and the new graphs would be added into the presentation</p>	<p>KG</p> <p>AG</p>
6	<p>Communications</p> <p>Andy Gingell gave an overview of the proactive communications, including the newsletter, mosquito leaflet and the notification process. He also ran through ways which customers can contact us.</p> <p>Jane Talbot asked for an update on the site open day.</p> <p>Richard Aylard asked when the best time would be for the residents.</p> <p>It was agreed that a Saturday would be the most appropriate day of the week.</p> <p>Keith explained that it will take some time to organise, especially the health and safety aspects and suggested that the event be held next spring.</p> <p>All were happy with this and Richard Aylard appointed the organisation to Andy Gingell.</p>	<p>AG</p>



7	<p>Any Other Business</p> <p>Richard Aylard asked if anyone had any other business to raise?</p> <p>Jane Talbot asked what the timescales were for the planning application?</p> <p>Nick Fawcett explained that the consultation had now finished. Thames Water were due to attend the Central Hounslow Sustainable Development Committee next week.</p> <p>Based on these timescales, a decision could be made by the end of the year. If this is the case, then work will commence in early 2009.</p> <p>Keith Knight enquired about some noise that could be heard from St Johns Road from the odour stack .</p> <p>Michael Mehta requested more information from Keith Knight's observations, asking if it was something he could hear from inside his property.</p> <p>Keith Knight answered no, explaining the noise is only heard outside.</p> <p>Michael Mehta suggested that Nick Fawcett passed the comment onto Arup.</p> <p>Nick asked Keith Knight about when he had noticed the noise, and for how long it had been going on.</p> <p>Keith Knight explained he had only noticed it in the last month and could recall noticing the noise over the last week at around midnight.</p> <p>Keith Gardner agreed to investigate</p> <p>Simon Eaton-Walker added that he had recently reported a noise complaint.</p> <p>Michael Mehta explained that the investigation showed it t be a problem pump.</p> <p>Simon Eaton-Walker enquired about the Mogden security and grounds maintenance.</p> <p>Richard Aylard explained that Thames Water had a new framework agreement in place with a different contractor.</p> <p>Alan McEville added to Richard's comments explaining that the new firm were much better than the last.</p> <p>Simon Eaton-Walker explained that some youths had broken into</p>	<p>KG</p>
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	<p>the site recently and he was concerned that the fence checks and repairs are not being carried out.</p> <p>Keith Gardner stated that he believes they are being carried out.</p> <p>Simon Eaton-Walker stated that individuals carrying out the site inspection were not walking all the way up to the gate, and suggested some form of clocking system meaning that anyone carrying out the inspection would have to walk the whole fence properly.</p> <p>Alan McEvilly reassured Simon Eaton-Walker that this should improve with the new grounds maintenance contractor.</p> <p>Simon Eaton-Walker also raised concerns that the individuals carrying out the inspection were also not picking up the litter. Keith Gardner stated that his comments have been noted and he will investigate further.</p> <p>Simon Eaton-Walker stated that he had raised a number of issues that have been repeatedly challenged and was concerned that Thames Water were not paying full attention.</p> <p>Alan McEvilly assured that all the issues he had raised were being taken seriously y management.</p> <p>Simon Eaton-Walker enquired about an issue with a sycamore tree.</p> <p>Alan McEvilly stated that he would send someone round to take a look.</p>	
8	<p>Proposed date for next meeting</p> <p>Provisional dates for next meeting: 3 / 10 December 2008 (5:30 start with no site tour)</p> <p>Additional item for discussion – Open day plans</p>	AG