

Residents Liaison Meeting

Date/Time: 8 September 2010 6pm
Venue: Conference Room, Mogden STW
Chair: Richard Aylard, Thames Water



Attendance

Name		Representing
^ Richard Aylard	RA	Thames Water (Chair)
* Cllr Arnie Gibbons	AG	London Borough of Richmond Upon Thames
* Cllr Ed Mayne	EM	London Borough of Hounslow
* Cllr Linda Davies	LD	London Borough of Hounslow
* Cllr Brad Fisher	BF	London Borough of Hounslow
* Michael Mehta	MM	London Borough of Hounslow
* Tony Bull	TB	London Borough of Hounslow
* Reeten Banerji	RB	Hounslow Liberal Democrats
* Murray Edwards	ME	MRAG
* Phil Andrews	PA	MRAG
* Simon Eaton-Walker	SEW	MRAG
* Barry Edwards	BE	MRAG
* Bruce Montgomery	BM	Cole Park Residents Association
* Hilary Murgatroyd	HM	Thames Water – Local & Reg Government Liaison
* Sian Thomas	ST	Thames Water – Area Network Manager
* Mark Grimshaw	MG	Thames Water – Process Manager
* Adrian Jack	AJ	Thames Water – Project Manager
* Emily Goren	EG	Thames Water – Communications

Apologies received from:

Cllr Matt Harmer		London Borough of Hounslow
Cllr Corinna Smart		London Borough of Hounslow
Cllr Sue Sampson		London Borough of Hounslow
Cllr Mindu Bains		London Borough of Hounslow
Cllr Pam Fisher		London Borough of Hounslow
Cathy Gallagher		London Borough of Hounslow
Gerry McCarthy		London Borough of Hounslow
Shaun Case		London Borough of Richmond Upon Thames
Keith Knight		Resident
Andrew Dakers		Resident
Phil Hayman		Resident
Steve Taylor	STa	MRAG
Clare Montgomery		Cole Park Residents Association
Matt Warburton		Thames Water – Complex Delivery Manager
Sonia Rana		Thames Water – Communications

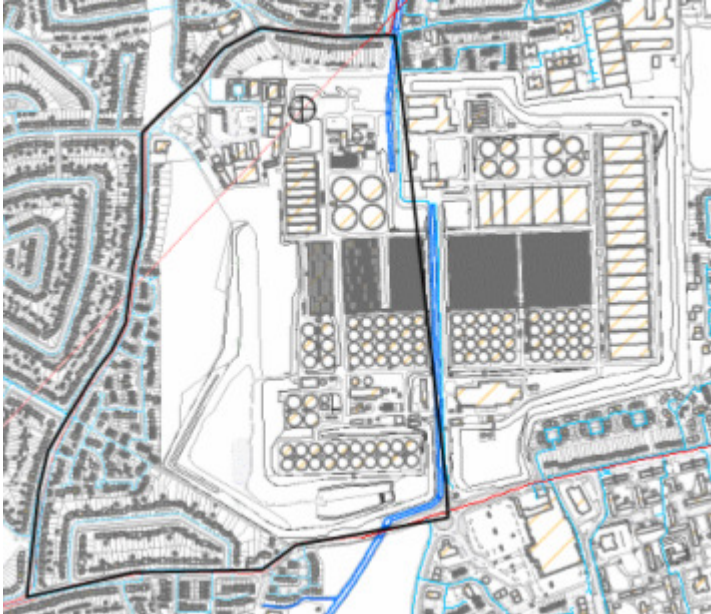
Present – Full Time (*), Part Time (^)

Item	Description	Action
	<p>ST apologised for RA, who was running late due to traffic but would arrive shortly. The new video for Thames Water's London Tideway Improvements was shown. The video can be found at: http://www.thameswater.co.uk/cps/rde/xchg/corp/hs.xsl/10916.htm</p>	
1.0	Review of previous minutes	
1.1	<p>SEW is not happy with the minutes of the last meeting, as he feels that they do not detail everything that he raised about the issue he has with Thames Water and the maintenance of the embankment by his property.</p> <p>SEW is also not happy with the email response that he received from RA, as he represents 70 dwellings and so the issue is not just between him and Thames Water.</p> <p>RA apologised for both and asked SEW to email us his comments to be included in the minutes.</p> <p>RA also asked EG to circulate the minutes for this meeting in draft to all attendees next week with a deadline of two weeks after that for any comments, before the minutes are uploaded to the website.</p>	EG
2.0	Operations and correspondence	
2.1	<p>MG ran through the operations update, including:</p> <ul style="list-style-type: none"> • Optimisation of the new final settlement tanks (FSTs) by adding a V-notch weir and a bridge mounted scum removal system to each tank • Redoming the aeration lanes in Battery C in October 2010 <p>He also spoke about the complaints that have been received to date this year and the notifications we have issued.</p>	
3.0	Communications	
3.1	<p>EG ran through the communications slides, including:</p> <ul style="list-style-type: none"> • Being contacted by the Cole Park Allotments Association after they received the Mosquito Awareness Campaign letter about abandoned water butts on their land • The letter that has been sent out to residents from Entec about the Independent Odour Research Study (IORS) they are carrying out for Thames Water as part of the Section 106 (S106) • Thames Water's Community Speaker Programme that delivers talks to schools, colleges and other organisations across our region free of charge • The Network Challenge event that was held in July at the Kew Bridge Steam Museum for local schools 	
3.2	<p>BE said that he had grave concerns about the odour study, he also added for the record that due to the confidentiality agreement that he signed with Thames Water and LBH, he can't be as open as he would like about these concerns.</p> <p>BE went on to say that the deadline for the IORS was the end of July 2010, so it has failed to meet the contract deadline due to unnecessary extensions in the tendering / procurement process.</p> <p>Post meeting note: The completion date of the study has been revised to the end of November to reflect the extended period in procuring the independent consultancy.</p> <p>BE added that there should have six meetings with the local community, not just one at the end. So far there only appears to have been meetings with LBH.</p> <p>Post meeting note: Comments and input have been sought from the local community by the independent consultant. Meetings of the steering committee since appointment of the consultant have been held on 15 July 2010 (project start) and 2 September 2010. The consultation strategy will meet the requirements of the S106 agreement.</p>	

<i>Item</i>	<i>Description</i>	<i>Action</i>
	<p>BE stated that the whole point of the IORS, and therefore how the local community would benefit from the S106, was to eliminate odour from the old works, not just do a survey of where the odour originates, as that is already known. BE doesn't feel that the IORS will discharge the S106 requirement.</p> <p>Post meeting note: The project objective set out within the S106 agreement is to identify odour sources and potential solutions to odour. The project brief issued to the potential tenders makes reference to reviewing sustainable solutions for current and potential odour sources with the aspiration of eliminating odour. The study will meet these requirements.</p> <p>BE also added that the tendering process was not fair. He feels the brief was incorrectly worded in line with the expected outcomes of the S106. BE made sure that his tender was in line with the S106, whereas the other tenderers would have completed theirs according to the brief, therefore the organisation chosen was not the best in BE's opinion.</p> <p>Post meeting note: The drafting of the project brief and tendering process was carried out with the involvement and agreement of LBH to meet the objectives of the S106 agreement.</p> <p>ST replied saying that the scope of the study was agreed between Thames Water and the London Borough of Hounslow (LBH) and this includes rechecking the odour studies carried out to date. She stressed that the procurement process was rigorously followed and was subject to stringent rules, which ended with Entec being commissioned to undertake the study. The study is behind schedule due to the tendering process, but the key event for us is the public forum that is to be held on Wednesday 3 November at the Civic Centre in Hounslow at 7pm. She added that if residents wanted to provide input to the process they are welcome to attend the public forum or send their written views in to Entec, as detailed in the letter that has been sent out.</p> <p>AJ added that the brief does include solutions but not experimentation. BE and AJ then discussed this further.</p> <p>BE added that there is a community expectation regarding Thames Water applying for a Defra grant to cover the storm tanks.</p> <p>ST said that we need to feed in BE's expectations into the report.</p> <p>MM asked if we can confirm that Entec have access to the Odournet studies carried out to date?</p> <p>ST answered, yes.</p> <p>SEW felt that the Odournet reports were nonsense as they didn't test outside.</p> <p>ST said that both Thames Water and LBH were satisfied that they would get what they wanted from this report.</p> <p>AG asked about the timing of the report. He pointed out that the next residents liaison meeting is on Wednesday 8 December and it would be useful to be able to debate the findings.</p> <p>ST said that we couldn't commit to the report being ready then but understood that this would be preferable.</p> <p>BE stated that the timing of the study needed to be through the summer.</p> <p>MG replied saying that the majority of the sampling had taken place in August.</p> <p>ST added that the study will encompass sampling, solutions and actions. She reiterated that we want people's input to the report.</p> <p>SEW said that he felt it would have been better to have the public forum before the sampling took place.</p> <p>ST didn't agree and went over her early points.</p> <p>BE asked if the study was going to be taken seriously by Thames Water? He added that if no solutions are found, a second study needs to take place with experimentation.</p> <p>SEW repeated that he felt the public forum and the study were the wrong way round.</p> <p>ST replied saying that we weren't asking the public to define the scope of the study, we just want opinions for the potential solutions.</p> <p>PA asked what scope there was to influence the study?</p>	

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3.3	<p>AJ replied that the forum will be run by Entec, where they would present the findings to date, followed by an open discussion between Entec and the public. He added that Thames Water will be represented but it is not our meeting.</p> <p>PA asked if it has been made clear that views from the public are wanted now?</p> <p>EG confirmed that this is the case in the Entec letter that has been sent out to over 10,000 residents.</p> <p>ST added that Thames Water are expecting the public's views to be included in the report.</p> <p>MM pointed out that findings are different from recommendations.</p> <p>SEW still felt that it was back to front doing the study first then asking for people's input.</p> <p>ST replied saying that we are seeking views from people now, which is to be followed up with the public forum and after that there is still time to use those views in the final report.</p> <p>LD asked if people would know what the letter from Entec was about?</p> <p>EG replied yes, as the subject of the letter is Mogden sewage treatment works.</p> <p>BF asked if the public forum would be the last chance for people to present their views.</p> <p>RA said, no.</p> <p>BE stated that he feels that the study won't come up with a satisfactory conclusion, as the community has not been included enough.</p> <p>ST replied saying that there are monthly steering groups with LBH and Entec attending with an independent chairperson.</p> <p>AJ added that no Councillors had attended since before the elections.</p> <p>ST asked MM if he could ask if it would be appropriate for Councillors to attend.</p> <p>LD asked whether Thames Water's community speakers were available out-of-hours.</p> <p>EG replied, yes.</p> <p>ST added that being a community speaker is voluntary so the time did not matter, only if there was a community speaker available.</p>	MM
4.0	Mosquitoes	
4.1	<p>EG ran through the mosquito update, including:</p> <ul style="list-style-type: none"> • Mosquito surveys and control programme • Updated graphs showing mosquito activity and that the results for 2010 are still low 	
4.2	<p>MM asked why there was a sharp spike in the 2009 mosquito data late in the year.</p> <p>TB replied saying that it probably relates to <i>Culex pipiens pipiens</i> preparing to overwinter, which is when they come inside buildings but they tend to be very docile, whereas <i>Culex pipiens molestus</i> is much more active. He added that they can't be definitively told apart without DNA sampling, however.</p> <p>BE asked how LBH's data compared to Thames Water's?</p> <p>TB replied that LBH only audits Thames Water's data, it doesn't carry out its own surveys. He added that the last audit actually took place today.</p> <p>RA then read out questions emailed in from STa:</p> <p><i>Can Thames Water acknowledge that there are at least two types of mosquito breeding at Mogden, namely culex pipiens pipiens and culex pipiens molestus. Residents are only concerned about the latter man biting type for which Mogden provides a perfect breeding ground if not properly treated.</i></p> <p>RA answered that we did acknowledge that both sub-species are found at</p>	

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	<p>Mogden.</p> <p><i>Mogden is a large and very complex site, with many heated underground chambers where these man biting mosquitoes can survive. The other problem is that these chambers are connected underground so, for example, in the digester chambers there are pipes leading all over the place from the digester chambers which are also heated and can accumulate water so even if they got the actual chambers clear, there would be other areas. There are several other sites within Mogden where the mosquito has been seen to overwinter.</i></p> <p><i>RA's statement is therefore not true as it is clear that Mogden provides a perfect breeding area for these man biting mosquitoes. Do Thames Water accept this?</i></p> <p>RA responded saying that what he had actually said was that many people think that sewage works are preferred by mosquitoes as they provide food for them but this isn't true, as they can breed in any standing water, anywhere.</p> <p>ST added that breeding areas for mosquitoes are also found off-site.</p> <p>TB said that yes, it is true that they can breed in any standing water but they do prefer water with a higher biological content such as wastewater.</p> <p>RA continued saying that Thames Water accepts that there are a variety of areas at Mogden that mosquitoes could be found which is why we survey and treat more than 265 sites.</p> <p>TB added that the focus of the winter programme was to survey possible overwintering sites, as STa is right in that mosquitoes can travel using the network of underground conduits. Some areas are challenging to access to both survey and treat.</p> <p>AJ said that the entomological consultants have been consulted on the design of the extension project to engineer out possible mosquito breeding areas. He added that although access is a problem in some areas of Mogden, the entomological consultants had equipment to help them.</p>	
5.0	<p>Sewage Treatment Works Upgrade Project – an update</p>	
5.1	<p>AJ ran through the extension project update, including:</p> <ul style="list-style-type: none"> • A construction update • The control measures in place to minimise disruption to residents • What is happening in the next three months • The plans for reinstating the embankment • The Section 106's phasing plan 	
5.2	<p>AJ explained that the way we treat Japanese knotweed is to treat it with herbicide and bury it seven metres deep.</p> <p>PA asked if the knotweed was left anywhere before burial.</p> <p>AJ answered, no.</p> <p>BE asked what the knotweed was treated with?</p> <p>AJ said that he would find out.</p> <p>Post meeting note: The knotweed was treated with Roundup.</p>	
5.3	<p>AJ stated that the use of the water bowsers to dampen the ground were not classified as a noisy activity and so would be used outside of the noisy construction activity hours of 8am to 6pm.</p> <p>ME asked if the contractors would be working a five, not a seven day week?</p> <p>AJ replied that that was the case.</p>	
5.4	<p>AJ reported that 'trenchmod' would be used in a week's time for the contractors' compound. This would mean less spoil would have to taken away and it forms part of their environmental credentials. He added that the compound will include</p>	

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5.5	<p>20 cabins in two stories and that the car park will be on the Mogden side of the offices away from residents' houses.</p> <p>AJ went on to say that vibration piling would be employed for shoring up the excavations and foundations.</p> <p>ME asked if the residents would be notified when the piling is to take place?</p> <p>AJ replied that letters have been sent out to 600 residents nearest the construction with detailed information about the project approximately monthly. There would also be more general updates in the newsletter that is sent out to over 10,000 residents around Mogden, approximately every quarter.</p> <p>PA asked what residents were targeted in the 600?</p> <p>AJ answered Hall Road, Worton Road...</p> <p>RA added that we would provide a map in the minutes.</p> <p>Post meeting note: Map supplied by Sonia Rana</p>  <p>ME asked how long the piling will last?</p> <p>AJ was not sure but it would be several weeks.</p> <p>Post meeting note: From October 2010 through to April 2011.</p> <p>ME then asked how deep the piles would be?</p> <p>AJ couldn't say, as it is dependant on the load.</p> <p>Post meeting note: The average will be 8.5m long.</p> <p>ME asked how many piles would be driven per day and how noisy it would be?</p> <p>Post meeting note: 30 to 40 piles per day. The maximum noise level i.e. LAeq,1hr will be 64dB(A) during piling – as piling will last only 20 minutes per hour, it is unlikely that we will exceed LAeq,1hr of 72dB(A).</p> <p>AJ asked ME to email him his questions so that he could answer them fully.</p> <p>ME then asked MM if this would be covered by Section 60 of the Control of Pollution Act?</p> <p>MM replied no, as the working hours for noisy activities had been agreed.</p> <p>BE then raised the issue of possible structural damage to buildings that can be caused by piling.</p> <p>MM asked EG to include the distance that piling can cause damage.</p> <p>Post meeting note: The distance that piling can cause damage is 14m and properties are typically 100m away from the proposed piling locations. Therefore, the risk of vibration damage to property is very low.</p> <p>SEW felt that residents should be warned about possible structural damage by</p>	ME/AJ

Item	Description	Action
5.6	<p>letter.</p> <p>AJ answered that that would be considered if properties are indeed at risk.</p> <p>MM said that residents will want details of the piling construction programme.</p> <p>ME added that in a project he was involved with for another local authority, the contractors built in rest breaks for residents due to the levels of noise (OBA measurements) at the boundary. He went on to state that this could be a problem here.</p> <p>AJ agree that it could be, but that the construction management plan for LBH included this.</p> <p>ME asked MM if LBH approved the construction management plan?</p> <p>MM replied that a colleague had approved it.</p> <p>AJ went on to explain about how the 16 digesters on site are going to be modified as part of the extension project, by restraining the floating domes and improving the collection of biogas. He added that part of this process will include cleaning out each digester over the next two and a half years, and a potential odour notification will be sent out to residents each time.</p> <p>RA asked how long the potential odour will last?</p> <p>AJ answered that it would be a few days at most, if at all.</p> <p>RA then asked if the cleaning could be started early in week rather than later to reduce the potential of odour over a weekend.</p> <p>ST added that it was only a precautionary notification and that there will hopefully be no odour released during this process at all.</p> <p>SEW stated that this was a new source of odour to him.</p> <p>MM replied that the potential for gas leaking from the annual seals of the digesters was an odour that people had been aware of for a long time. He went on to ask if the rest of the modifications may have potential to cause odour?</p> <p>AJ replied no, it was only the cleaning that may cause odour.</p> <p>ST added that cleaning digesters was a regular process at all sewage treatment plants that have them. Tankers suck out the sludge and that movement may give rise to odour.</p> <p>BM asked if the gas is used?</p> <p>AJ replied yes, in our combined heat and power (CHP) engines, producing 6 megawatts of electricity and 5 megawatts of heat, which is fed back to the digesters.</p> <p>SEW asked if the smell on a hot summer's evening could be the digesters?</p> <p>MM responded saying that it was unlikely as they wouldn't gas off at midnight.</p> <p>BE stated that there is regularly noticeable odour.</p> <p>MM said that the LBH Mogden duty officer on stand-by would be happy to come and witness any odour noticed. The number is 020 8583 2222 (5pm – 8.45am weekdays / all weekend).</p> <p>ST added that although Thames Water has had issues with its Mogden line on 0845 641 0030, please persevere with using it as Thames Water will investigate on site and call LBH to investigate off site.</p> <p>RB asked if residents are expected to make two phone calls to report odour?</p> <p>MM replied that LBH would ring Thames Water if they find there is a problem.</p> <p>BE stated that there a conspiracy theories about odour release from Mogden.</p> <p>AJ responded saying that the odour monitors would detect a problem.</p> <p>ST added that there are an additional set of odour monitors around the digesters.</p> <p>BE replied saying that he feels a thermacurve may allow odour to miss the odour monitors and that investigation of odour is key. He added that he lives one to one</p>	

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5.7	<p>and a half miles away from Mogden but still gets odour.</p> <p>MM said that if odour is regularly noticed in the evenings by residents it may be due to the automatic desludging of the west side rectangular primary tanks, which occurs every day at 7pm.</p> <p>AJ said that he wanted to reassure residents that the top soil that has been pushed towards the properties is not the final embankment – that will be further away from properties. The soil is being kept there until it can be reused.</p> <p>LD asked if rain will make it slide?</p> <p>AJ replied that it is two metres high and rain won't make it slide.</p> <p>AJ went through the S106 phasing plan for the project, which shows the minimum amount of work that will be completed at certain times.</p> <p>The slide was difficult for the audience to read and AG asked if it could be emailed with the minutes.</p>	EG
5.8	<p>RA read another of STa's emailed questions:</p> <p><i>Residents have received no notification of these drop-in sessions (for the extension project). Can Thames Water explain?</i></p> <p>AJ answered that they had been booked.</p> <p>HM and EG added that the first one was to be on Thursday 7 October at Twickenham Stadium.</p> <p>Post meeting note: The drop-in sessions are at Rugby Football Union, Rugby House, Twickenham Stadium, 200 Whitton Road, TW2 7BA on the following dates from 4pm to 7.30pm:</p> <p>Thursday 7 October 2010 Thursday 4 November 2010 Thursday 2 December 2010</p> <p>On arrival, please report to Rugby House Door A, situated in the South Stand. These sessions have been advertised in our latest newsletter.</p> <p>EM asked if the location for the drop-in sessions was flexible?</p> <p>EG said that the first three had been booked at Twickenham Stadium but didn't see why other venues couldn't be used after that.</p> <p>AJ added that it is difficult to say at the moment, as we can't judge the response yet.</p> <p>EM asked if the Bridge Links Centre on Ivy Bridge Estate and the Rowe Community Centre in Worton Road could be considered as alternative venues.</p> <p>RA continued with another of STa's questions:</p> <p><i>Can SR explain why no newsletter has been issued and why residents have received no communication from her on this issue since the Residents Liaison Meeting of 10 June?</i></p> <p>RA asked EG to answer in SR's absence. EG replied that the updated newsletter is currently being approved and should be sent out next week.</p> <p>RA asked for a pdf version of the newsletter to be attached to the minutes for attendees.</p> <p>BE added that STa feels that his questions are not being answered by Thames Water.</p> <p>RA replied that STa has RA's email address and he is welcome to contact RA, if he feels this is the case.</p> <p>Post meeting note: An email notification and a letter (sent to the nearest affected residents) were issued in August 2010 regarding the construction work.</p> <p>RA continued with another of STa's questions:</p> <p><i>It is an ongoing problem with Thames being behind in publishing reports. Can Thames confirm that its issues have been resolved and the delays will not happen again?</i></p> <p>EG responded saying that she could not say this wouldn't happen again, as delays</p>	EG

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	<p>are caused by the approval process.</p> <p>MM added that the process had improved since EG took on the Mogden communications role.</p>	
6.0	AOB	
6.1	<p>MM asked MG to explain about the importance of returning the new final settlement tanks (FSTs) to service.</p> <p>MG elaborated saying that the new FSTs form part of the extension project and allow an extra 110Mld (megalitres a day), which means that less flow needs to be diverted to the storm tanks.</p> <p>BE asked if the use of the storm tanks could be published on our website including discharge information to the River Thames of partially treated wastewater.</p> <p>RA replied, saying that we have an email notification for rowers to sign up to. He added that the Thames being a tidal river influences the movement of discharges, however, it does not come under the Bathing Water Directive.</p> <p>ST added that a study was completed by the City of London Port Health Authority and the Health Protection Agency on the impact of sewage on the tidal Thames.</p> <p>Post meeting note: The report can be found here: http://www.hpa.org.uk/web/HPAwebFile/HPAweb_C/1194947405865</p> <p>BE continued, asking if we were extracting more water from the Thames? He added that because the Port of London is not dredging, it is affecting the river flow.</p> <p>RA explained that our water extraction is regulated by the Lower Thames Operating Agreement with the Environment Agency, which takes into account the time of year, the water in our reservoirs and the flow in the Thames. He added that we are not extracting to the maximum.</p> <p>BM asked whether we have the flow information for what comes into Mogden?</p> <p>MG answered, yes. He added that when the extension project is complete, we will be able to treat 1064Mld, up from 690Mld. He stressed that this does not mean we are increasing our catchment, just increasing the flow we can treat, which will mean we will use the storm tanks less.</p> <p>SEW asked for the email addresses of all the members of MRAG present to be added to the rower notification mailing list.</p> <p>ST explained that a legal disclaimer has to be agreed to and so this is not possible, but asked EG to email the link to the rower notification website out with the minutes.</p> <p>Post meeting note: The website link is http://www.thameswater.co.uk/rowers</p>	
6.2	<p>ME asked about the recent email correspondence between Thames Water and MRAG regarding the use of skips at Mogden.</p> <p>EG replied saying that confusion had arisen about the bulk waste carriers (enclosed skips) used at the washpactors and open skips located elsewhere on site.</p> <p>MM added that the issue is not whether skips are used, but whether they are odorous.</p> <p>ST said that there are lots of different skips on site for different types of waste. She added that LBH inspect them each week.</p> <p>ME asked MM about what he had observed during his site inspections.</p> <p>MM replied saying in his experience, skips covered with tarpaulin aren't odorous.</p> <p>SEW said that open skips are used for draining down.</p> <p>RA responded saying that that was years ago and not true today.</p> <p>SEW asked for assurances on our use of skips.</p> <p>ST said that it wasn't possible to commit to specific skip types for every purpose</p>	

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6.3	<p>but we choose the most effective, as suppliers and our own standards change.</p> <p>BF pointed out that the time of this meeting was 5.30pm in the minutes.</p> <p>EG apologised and said that the meetings would be 6pm from now on.</p>	
6.4	<p>RA read another of STa's emailed questions:</p> <p><i>Can Thames Water advise how often septicity of incoming sewage is measured and when last this was done? It is well known that septic sewage can be dosed at inlet. Is Thames Water not doing so?</i></p> <p>MG responded saying that we sample randomly twice per month throughout the whole process from the inlet to the final effluent and the samples are sent to our laboratories for a suite of parameters. The through process sampling not only tells us about the potential septicity of our incoming sewage, but it also helps us identify how the constituent process units are performing. We can then use this data to modify how site operates. He added that ferrous dosing is carried out at the west side inlet for odour suppression.</p> <p>RA followed up with another of STa's emailed questions:</p> <p><i>As Mogden has undergone 5 Odour Improvement Programmes over the last decade, is it still acceptable to use the argument that the site has been running since 1936 as a valid reason why Mogden still smells?</i></p> <p>ST answered saying that each odour project has improved the site and the new extension project is part of that process.</p> <p>BE said that as Mogden is next to a residential area, there is a need for extreme measures, such as covering the site.</p> <p>RA continued with another of STa's emailed questions:</p> <p><i>Can residents and Councillors be provided with a copy of this revised OMP?</i></p> <p>MM replied that he felt it was a public document and sees no reason why not.</p> <p>It was agreed that it will be uploaded to the LBH website.</p> <p>RA read the next of STa's emailed questions:</p> <p><i>Can Thames Water now confirm that only £30 million of the allocated £46 Million was spent on odour and do Thames Water and Councillors believe it was negligent of Thames to divert the unspent money to other areas when it could have been used to increase the Ofwat regulatory output minimum from 60% to 80 or even 90%?</i></p> <p>RA answered by explaining that the unspent money went back to our regulator, Ofwat, and our customers. He added that water companies are incentivised by Ofwat to make sure that projects delivered represent good value for our customers' money.</p> <p>BF added that this had been explained to STa at a meeting with Peter Thompson that BF also attended.</p> <p>ME said that what STa was asking was whether Thames Water were negligent in not spending all the money.</p> <p>BF reiterated that this had already been explained to STa previously.</p> <p>ME continued by asking what the reason for returning the money was when odour is still a problem?</p> <p>RA answered saying that the Ofwat regulatory output of a 60% odour reduction was achieved and assessed by an independent assessor from Ofwat.</p> <p>SEW said that the 60% target was added in later at residents liaison meetings.</p> <p>RA concurred saying that the 60% target was made public when RA came on board to chair of these meetings, as he wanted to be open and transparent with the residents of Mogden.</p> <p>PA asked if the money was not all used, why couldn't some of it been spent achieving a 70% reduction in odour?</p>	EG/MM

Item	Description	Action
6.5	<p>RA answered saying that Ofwat would query the 'gold-plating' of the project when the money could have gone back to customers.</p> <p>BE said that MRAG would contact Ofwat about the percentage set.</p> <p>RA replied saying that Ofwat's reply would probably be that money has been allowed for the extension project in AMP5 and so they would discuss it after that project is delivered in 2013.</p> <p>ME asked what the percentage regulatory output is this time?</p> <p>RA answered that it is a discharge output this time not a percentage relating to odour.</p> <p>MM added that the project includes a package of improvements including covering the west side rectangular primary settlement tanks (PSTs).</p> <p>SEW asked if Thames Water could not have done more to challenge Ofwat about the percentage?</p> <p>RA responded saying that it was a legal contract between Ofwat and Thames Water and so we could not challenge it.</p> <p>BE added that it looked like there was a missed opportunity back in 2004 when Thames Water and the local residents could have taken this further with Ofwat.</p> <p>BE said that the tone of the residents liaison meetings was much improved. RA concurred saying that there was a good spirit at the meetings and thanked everyone for that.</p>	

Dates of future meetings	Wednesday 8 December 2010 Wednesday 9 March 2011 Wednesday 8 June 2011	Time	6pm
Location	Conference Room, Mogden STW		