

Mogden Sewage Treatment Works: Customer Queries 2011

| Date of email | Road            | Complaint  | Response   |
|---------------|-----------------|--|--|
| 08-Jan-11     | Hillary Drive   | <p>For the record: following a lull the Mogden smell has returned with more and more frequency post-Christmas.</p> <p>Today's stench of pungent excrement after a 24 hours of on and off rainfall suggests Thames does not provide the control they so vehemently claim.</p>                                 | <p>Thank you for forwarding this complaint on to us, it has been logged and investigated. We can also confirm that the complaints for 2010 are now on our website in a more user friendly format, as previously agreed.</p> <p>We can report that we did not have any operational issues at Mogden on Saturday 8 January and no odour was detected during our routine site inspections. The east monitor was reading 0.011ppm at 10:18 am, below the trigger level of 0.015ppm agreed with the London Borough of Hounslow, and the wind blowing from a south-westerly direction with a speed of 8 mph.</p> <p>We acknowledge that the treatment of sewage can be odorous at times, however, and would like to apologise for any odour that residents may notice.</p>   |
| 09-Jan-11     | Hillary Drive   | <p>Again today we've had the sufferance of bad odour wafting across from Mogden.</p> <p>This morning started fresh and frosty but when you opened a window, instead of fresh air you got Mogden stench. Still evident many hours later at 14:52.</p>   | <p>Thank you for forwarding this complaint on to us, it have been logged and investigated. As mentioned in our previous reply, we can also confirm that the complaints for 2010 are now on our website in a more user friendly format, as previously agreed.</p> <p>We can report that we did not have any operational issues at Mogden on Sunday 9 January and no odour was detected during our routine site inspections. The east monitor was reading 0.005ppm at 06:00, well below the trigger level of 0.015ppm agreed with the London Borough of Hounslow, with the wind blowing from a south-westerly direction with a speed of 3 mph. By 14:52, the east monitor was reading 0.005ppm, the wind was still in a south-westerly direction but the speed had increased to 12 mph. For your information, the peaks recorded by the east monitor between these two times was 0.01 ppm at 06:52, 07:23, 08:53 and 09:13, which is still below the trigger level.</p> <p>We acknowledge that the treatment of sewage can be odorous at times, however, and would like to apologise</p>                 |
| 24-Jan-11     | Lynton Close    | <p>The smell from the sewage works since before lunchtime today has been overpowering and totally unacceptable. My whole house now stinks of sewage...it is disgusting. Is Thames Water ever going to sort out this obnoxious odour problem? After 50 years of living here you still have not stopped it</p> | <p>Thank you for your email below, your complaint has been logged and investigated.</p> <p>We did not have any operational issues at Mogden yesterday and our east boundary odour monitor did not exceed 0.015ppm for 20 minutes or more that afternoon, which is the odour investigation trigger level agreed with the London Borough of Hounslow. The wind direction was north-westerly and the strength was from 3-4 mph. No strong odours were noticed on site during our routine inspections.</p> <p>That said, our storm tanks were in use yesterday, as we are still recovering from the period of heavy rain that we experienced last week, and this may have been the cause of the odour you noticed, for which we would like to apologise. In answer to your question about what we are doing to mitigate odour, we are currently building an extension to Mogden to allow us to treat more wastewater per day, which will mean the need to store excess wastewater during times of high flows, in our storm tanks, will become infrequent. This project will be complete by March 2013.</p> |
| 16-Mar-11     | Kendrey Gardens | <p>Hi As you have sent me this email I would just like to say that there has been a bad smell today in Kendrey Gardens and it was for a while yesterday</p>  | <p>Many thanks for letting us know. As I mentioned in my notification below, we have had tankers on site to take excess sludge away. When they fill with sludge, air is displaced out of the tanker and this may be odorous.</p> <p>We stopped the tankering around 7pm last night, so hopefully you have noticed a difference today. If you haven't, please do get in touch again.</p>  |

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| 17-Mar-11     | Haliburton Rd   | <p>A dank, rotten cabbagey smell which we very often experience in these calm slightly foggy conditions. Smell seems to be hanging over the garden. On a note of grim humour I spent ages sniffing things in the fridge as I thought we had some gone off food, only to find the smell was coming from outside!</p>  | <p>We had a problem with the sludge main from Mogden to Iver South, where the sludge is dewatered, which we had resolved by Tuesday 15 March. However, digested sludge was still returning to Mogden via our high level sewer for processing, this resulted in settlement issues in our picket fence thickeners and blocked the low level return drains.</p> <p>The problem was identified via spikes on the odour monitors located in the middle of Mogden and our site investigations, but due to the complexity of our drainage system, it took several days to pinpoint the location of the blockage. We then jetted the drains with water to clear them and by that time, the digested sludge that caused the problem, had passed through the works.</p> <p>We would like to apologise for the odour noticed by residents during this period.</p> |
| 19-Mar-11     | Clifden Road    | <p>Dear MRAG</p> <p>Please register this complaint about Mogden.</p> <p>Last night was clear evidence of the true state of affairs at Mogden stinkworks. From around 9pm, on a beautiful clear night with this huge special moon that people might want to enjoy, the stench from Mogden became overpowering, this far away in central Twickenham. (TW1 Clifden Road). Outside was certainly not an option. Inside the smell was palpable. We got headaches from the stink, that pervaded our house, coming in from the north-east (they will blame the wind). True, the wind carries the pollution here, but the pollution should not exist to be carried, this close to habitation.</p> <p>In our living room, we had to pull our polo necks over our noses. A Japanese mask would have come in handy. We felt nauseous, and the whole house was stunk out within the hour.</p> <p>No amount of air freshener, plug-ins, scent sticks or Chanel was adequate to make the air breathable.</p> <p>On going to bed at midnight, the stink was still awful, and we still had headaches from it. You can taste it on your tongue, like a bitter gas. This must be a health hazard. It m</p> | <p>We had a problem with the sludge main from Mogden to Iver South, where the sludge is dewatered, which we had resolved by Tuesday 15 March. However, digested sludge was still returning to Mogden via our high level sewer for processing, this resulted in settlement issues in our picket fence thickeners and blocked the low level return drains.</p> <p>The problem was identified via spikes on the odour monitors located in the middle of Mogden and our site investigations, but due to the complexity of our drainage system, it took several days to pinpoint the location of the blockage. We then jetted the drains with water to clear them and by that time, the digested sludge that caused the problem, had passed through the works.</p> <p>We would like to apologise for the odour noticed by residents during this period.</p> |
| 18-Feb-11     | Weavers Close   | <p>Please could someone explain why there has been a stench on wednesday/ thursday of this week in weavers close and worton road mainly in the mornings.</p>   | <p>We had a problem with the sludge main from Mogden to Iver South, where the sludge is dewatered, which we had resolved by Tuesday 15 March. However, digested sludge was still returning to Mogden via our high level sewer for processing, this resulted in settlement issues in our picket fence thickeners and blocked the low level return drains.</p> <p>The problem was identified via spikes on the odour monitors located in the middle of Mogden and our site investigations, but due to the complexity of our drainage system, it took several days to pinpoint the location of the blockage. We then jetted the drains with water to clear them and by that time, the digested sludge that caused the problem, had passed through the works.</p> <p>We would like to apologise for the odour noticed by residents during this period.</p> |
| 17-Mar-11     | Arnold Crescent | <p>Stench - particularly disgusting in the Arnold Crescent/Whitton Dene/Rugby Road area for quite sometime either side of 8pm. I first noticed it on my return from work around 5.30 and it increased throughout the evening.</p>  | <p>We had a problem with the sludge main from Mogden to Iver South, where the sludge is dewatered, which we had resolved by Tuesday 15 March. However, digested sludge was still returning to Mogden via our high level sewer for processing, this resulted in settlement issues in our picket fence thickeners and blocked the low level return drains.</p> <p>The problem was identified via spikes on the odour monitors located in the middle of Mogden and our site investigations, but due to the complexity of our drainage system, it took several days to pinpoint the location of the blockage. We then jetted the drains with water to clear them and by that time, the digested sludge that caused the problem, had passed through the works.</p> <p>We would like to apologise for the odour noticed by residents during this period.</p> |

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| 19-Mar-11     | Hillary Drive   | The smell is so frequent - and at all kinds of hours - Today it's bad even though there was a substantial frost early a.m. and the air was severely cold.  | <p>We had a problem with the sludge main from Mogden to Iver South, where the sludge is dewatered, which we had resolved by Tuesday 15 March. However, digested sludge was still returning to Mogden via our high level sewer for processing, this resulted in settlement issues in our picket fence thickeners and blocked the low level return drains.</p> <p>The problem was identified via spikes on the odour monitors located in the middle of Mogden and our site investigations, but due to the complexity of our drainage system, it took several days to pinpoint the location of the blockage. We then jetted the drains with water to clear them and by that time, the digested sludge that caused the problem, had passed through the works.</p> <p>We would like to apologise for the odour noticed by residents during this period.</p> |
| 09-Mar-11     | Hillary Drive   | The stench - worse than a zoo - has been wafting across intermittently since midday. Comes and goes every five or so minutes.  | <p>The east monitor recorded spikes above 0.015ppm on Wednesday 9 March, but none lasted longer than 20 minutes, which is the trigger level agreed with the London Borough of Hounslow, except for one. At the time we were returning wastewater from our uncovered storm tanks to be processed which, in conjunction with the prevailing south-westerly wind, may have lead to this increase.</p> <p>We acknowledge that the treatment of sewage can be odorous at times and would like to apologise for any odour that residents may notice.</p>   |
| 17-Mar-11     | Clifden Road    | We have had sewage stench this evening in central twickenham. (tw1 Clifden road).  | <p>We had a problem with the sludge main from Mogden to Iver South, where the sludge is dewatered, which we had resolved by Tuesday 15 March. However, digested sludge was still returning to Mogden via our high level sewer for processing, this resulted in settlement issues in our picket fence thickeners and blocked the low level return drains.</p> <p>The problem was identified via spikes on the odour monitors located in the middle of Mogden and our site investigations, but due to the complexity of our drainage system, it took several days to pinpoint the location of the blockage. We then jetted the drains with water to clear them and by that time, the digested sludge that caused the problem, had passed through the works.</p> <p>We would like to apologise for the odour noticed by residents during this period.</p> |
| 19-Mar-11     | Arnold Crescent | <p>We don't seem to get anywhere with Thames Water and our Council. It's like the old proverb "banging your head against a brick wall"! Which idiot approved the expansion? The stench has been totally unacceptable and I cannot understand why Tesco's isn't fighting this harder. Coming out of their store last week made you feel physically sick!</p> <p>Despite numerous complaints nothing has moved forward. Enough is most certainly enough!!!</p> | <p>We had a problem with the sludge main from Mogden to Iver South, where the sludge is dewatered, which we had resolved by Tuesday 15 March. However, digested sludge was still returning to Mogden via our high level sewer for processing, this resulted in settlement issues in our picket fence thickeners and blocked the low level return drains.</p> <p>The problem was identified via spikes on the odour monitors located in the middle of Mogden and our site investigations, but due to the complexity of our drainage system, it took several days to pinpoint the location of the blockage. We then jetted the drains with water to clear them and by that time, the digested sludge that caused the problem, had passed through the works.</p> <p>We would like to apologise for the odour noticed by residents during this period.</p> |

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| 19-Mar-11     | Amberside Close | <p>Dear Sirs,</p> <p>I am a resident at Amberside Close, Isleworth, and i would like to mention and register my complaints this weekend. You may quote me in saying this, the smell and the odour has not improved, i have realized that it is now really bad when it rains, during normal days at nights every other night there is a very bad smell in the air.</p> <p>It is so frustrating as we the residents of this area feel deprived of natural fresh air, which most people in this country take for granted.</p> <p>Should we have to live like this, a prisoner to the smell that we cant open windows because of the smell and mosquito's.</p> <p>I am so outraged and even have tried selling my house, but the financial crisis and property values have denied me this.</p> <p>Please can Thames Water just close this sewage works and move somewhere, where there aren't thousands of families living nearby.</p> | <p>We had a problem with the sludge main from Mogden to Iver South, where the sludge is dewatered, which we had resolved by Tuesday 15 March. However, digested sludge was still returning to Mogden via our high level sewer for processing, this resulted in settlement issues in our picket fence thickeners and blocked the low level return drains.</p> <p>The problem was identified via spikes on the odour monitors located in the middle of Mogden and our site investigations, but due to the complexity of our drainage system, it took several days to pinpoint the location of the blockage. We then jetted the drains with water to clear them and by that time, the digested sludge that caused the problem, had passed through the works.</p> <p>We would like to apologise for the odour noticed by residents during this period.</p> <p>With regard to the complaint about mosquitoes, we operate a strict year-round mosquito survey and control programme in conjunction with the London Boroughs of Hounslow and Richmond Upon Thames. Surveys are on a weekly basis between spring and autumn, when mosquitoes are most active, and fortnightly in the winter.</p> |
| 18-Mar-11     | Northcote Road  | <p>Odour last night and it has been bad recently on a number of occasions</p>  | <p>We had a problem with the sludge main from Mogden to Iver South, where the sludge is dewatered, which we had resolved by Tuesday 15 March. However, digested sludge was still returning to Mogden via our high level sewer for processing, this resulted in settlement issues in our picket fence thickeners and blocked the low level return drains.</p> <p>The problem was identified via spikes on the odour monitors located in the middle of Mogden and our site investigations, but due to the complexity of our drainage system, it took several days to pinpoint the location of the blockage. We then jetted the drains with water to clear them and by that time, the digested sludge that caused the problem, had passed through the works.</p> <p>We would like to apologise for the odour noticed by residents during this period.</p>   |
| 18-Mar-11     | Elmer Gardens   | <p>stench last night and recently there has been a smell on and off, varying levels of stinkiness.</p>   | <p>We had a problem with the sludge main from Mogden to Iver South, where the sludge is dewatered, which we had resolved by Tuesday 15 March. However, digested sludge was still returning to Mogden via our high level sewer for processing, this resulted in settlement issues in our picket fence thickeners and blocked the low level return drains.</p> <p>The problem was identified via spikes on the odour monitors located in the middle of Mogden and our site investigations, but due to the complexity of our drainage system, it took several days to pinpoint the location of the blockage. We then jetted the drains with water to clear them and by that time, the digested sludge that caused the problem, had passed through the works.</p> <p>We would like to apologise for the odour noticed by residents during this period.</p>   |
| 18-Mar-11     | Amberside Close | <p>Hi,</p> <p>I am a resident from Amberside Close, and the smell has been very bad, please register my complaint against Thames Water and the Mogden Sewage Works.</p>  | <p>We had a problem with the sludge main from Mogden to Iver South, where the sludge is dewatered, which we had resolved by Tuesday 15 March. However, digested sludge was still returning to Mogden via our high level sewer for processing, this resulted in settlement issues in our picket fence thickeners and blocked the low level return drains.</p> <p>The problem was identified via spikes on the odour monitors located in the middle of Mogden and our site investigations, but due to the complexity of our drainage system, it took several days to pinpoint the location of the blockage. We then jetted the drains with water to clear them and by that time, the digested sludge that caused the problem, had passed through the works.</p> <p>We would like to apologise for the odour noticed by residents during this period.</p>   |

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| 18-Mar-11     | Kneller Gardens | Really bad smell in Kneller Gardens yesterday 17th March and today Friday 18th March.   | <p>We had a problem with the sludge main from Mogden to Iver South, where the sludge is dewatered, which we had resolved by Tuesday 15 March. However, digested sludge was still returning to Mogden via our high level sewer for processing, this resulted in settlement issues in our picket fence thickeners and blocked the low level return drains.</p> <p>The problem was identified via spikes on the odour monitors located in the middle of Mogden and our site investigations, but due to the complexity of our drainage system, it took several days to pinpoint the location of the blockage. We then jetted the drains with water to clear them and by that time, the digested sludge that caused the problem, had passed through the works.</p> <p>We would like to apologise for the odour noticed by residents during this period.</p> |
| 19-Mar-11     | Northcote Road  | The smell from Mogden is as bad as ever again. I must admit to have not been sending emails for a while but I will start sending complaint messages again   | <p>We had a problem with the sludge main from Mogden to Iver South, where the sludge is dewatered, which we had resolved by Tuesday 15 March. However, digested sludge was still returning to Mogden via our high level sewer for processing, this resulted in settlement issues in our picket fence thickeners and blocked the low level return drains.</p> <p>The problem was identified via spikes on the odour monitors located in the middle of Mogden and our site investigations, but due to the complexity of our drainage system, it took several days to pinpoint the location of the blockage. We then jetted the drains with water to clear them and by that time, the digested sludge that caused the problem, had passed through the works.</p> <p>We would like to apologise for the odour noticed by residents during this period.</p> |
| 19-Mar-11     | Whitton Dene    | Comig home after a lovely 30 mile ride round Hammersmith,Kenton,Northolt and Kew on my Triumph Motorcycle,how disappointing to arrive down Hall Rd and be greeted by the appalling smell of Mogden.This was at 17.45,I wonder how long my neighbours had suffered today especially as the weather was so lovely surely outside home activities were the order of the day.It is incredible that Thames cant get a grip on their operation and I hope this is not an omen for the summer. | <p>We had a problem with the sludge main from Mogden to Iver South, where the sludge is dewatered, which we had resolved by Tuesday 15 March. However, digested sludge was still returning to Mogden via our high level sewer for processing, this resulted in settlement issues in our picket fence thickeners and blocked the low level return drains.</p> <p>The problem was identified via spikes on the odour monitors located in the middle of Mogden and our site investigations, but due to the complexity of our drainage system, it took several days to pinpoint the location of the blockage. We then jetted the drains with water to clear them and by that time, the digested sludge that caused the problem, had passed through the works.</p> <p>We would like to apologise for the odour noticed by residents during this period.</p> |
| 19-Mar-11     | Queens Terrace  | Please note there is a pong in the air this evening - Sat 19th March.   | <p>We had a problem with the sludge main from Mogden to Iver South, where the sludge is dewatered, which we had resolved by Tuesday 15 March. However, digested sludge was still returning to Mogden via our high level sewer for processing, this resulted in settlement issues in our picket fence thickeners and blocked the low level return drains.</p> <p>The problem was identified via spikes on the odour monitors located in the middle of Mogden and our site investigations, but due to the complexity of our drainage system, it took several days to pinpoint the location of the blockage. We then jetted the drains with water to clear them and by that time, the digested sludge that caused the problem, had passed through the works.</p> <p>We would like to apologise for the odour noticed by residents during this period.</p> |

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| 18-Mar-11     | Saville Road    | I have just been out into the garden here in Saville Rd TW14BQ and the sewage stench is not pleasant.  | <p>We had a problem with the sludge main from Mogden to Iver South, where the sludge is dewatered, which we had resolved by Tuesday 15 March. However, digested sludge was still returning to Mogden via our high level sewer for processing, this resulted in settlement issues in our picket fence thickeners and blocked the low level return drains.</p> <p>The problem was identified via spikes on the odour monitors located in the middle of Mogden and our site investigations, but due to the complexity of our drainage system, it took several days to pinpoint the location of the blockage. We then jetted the drains with water to clear them and by that time, the digested sludge that caused the problem, had passed through the works.</p> <p>We would like to apologise for the odour noticed by residents during this period.</p>   |
| 25-Mar-11     |                 | <p>Dear Thames Water,</p> <p>I took my little girl to Redless Park on Monday 21st March between 1 - 2pm. During the time we were there mogden was releasing smells. It was really bad, but enough for several mum's to comment on.</p> | <p>We appreciate that you will have already seen this information in the retrospective notification that we sent out on Wednesday 23 March, but we had a problem with the sludge main from Mogden to Iver South, where the sludge is dewatered. This was resolved by Tuesday 15 March, however, digested sludge was still returning to Mogden via our high level sewer for processing. This resulted in settlement issues in our picket fence thickeners and blocked the low level return drains.</p> <p>The problem was identified via spikes on the odour monitors located in the middle of Mogden and our site investigations, but due to the complexity of our drainage system, it took several days to pinpoint the location of the blockage. We then jetted the drains with water to clear them and by that time, the digested sludge that caused the problem, had passed through the works.</p> <p>We would like to apologise for the odour noticed by residents during this period.</p>  |
| 22-Mar-11     | Arnold Crescent | there is a disgusting stench in the Arnold crescent area this evening - it was there when I went out around 6.50 and still there when I got home around 10.20. The usual revolting rotting veg stench.                                 | <p>We had a problem with the sludge main from Mogden to Iver South, where the sludge is dewatered, which we had resolved by Tuesday 15 March. However, digested sludge was still returning to Mogden via our high level sewer for processing, this resulted in settlement issues in our picket fence thickeners and blocked the low level return drains.</p> <p>The problem was identified via spikes on the odour monitors located in the middle of Mogden and our site investigations, but due to the complexity of our drainage system, it took several days to pinpoint the location of the blockage. We then jetted the drains with water to clear them and by that time, the digested sludge that caused the problem, had passed through the works.</p> <p>We would like to apologise for the odour noticed by residents during this period.</p>   |
| 25-Mar-11     | Worton Road     | <p>We noticed a bad odour from Mogden on the Worton Road at the end of last week.</p> <p>It always starts to get bad with the smell and mosquitoes when the weather starts to get warm.</p>  | <p>We had a problem with the sludge main from Mogden to Iver South, where the sludge is dewatered, which we had resolved by Tuesday 15 March. However, digested sludge was still returning to Mogden via our high level sewer for processing, this resulted in settlement issues in our picket fence thickeners and blocked the low level return drains.</p> <p>The problem was identified via spikes on the odour monitors located in the middle of Mogden and our site investigations, but due to the complexity of our drainage system, it took several days to pinpoint the location of the blockage. We then jetted the drains with water to clear them and by that time, the digested sludge that caused the problem, had passed through the works.</p> <p>We would like to apologise for the odour noticed by residents during this period.</p> <p>With regards to mosquitoes, we operate a strict year-round survey and control programme in conjunction with the London Boroughs of Hounslow and Richmond Upon Thames.</p> <p>Surveys are on a weekly basis between spring and autumn, when mosquitoes are most active, and fortnightly</p> |

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| 20-Mar-11     | Wainwright Grove | <p>There has been an increase over the past few weeks of sewage smells wafting through Wainwright Grove and it is also noticeable in the Tesco car park.</p> <p>It is assumed that the blame is placed on th "works" being carried out at Mogden.</p> <p>We are all patient with the "works" even though the vibrating of our windows and the noise are a concern; especially the vibrating as most of the housing on the development side is being affected.</p> <p>It will be interesting to see how many properties are experiencing damage problems at the completion of the works.</p> <p>Back to the odour problems and the sudden appearance of mosquitoes. Can this be possible again?</p> <p>I can only hope that when spring and then summer commence residents can actually venture into their gardens without feeling repulsed by the smell and being bitten (and infected) by the "mogden mosquito".</p> | <p>We had a problem with the sludge main from Mogden to Iver South, where the sludge is dewatered, which we had resolved by Tuesday 15 March. However, digested sludge was still returning to Mogden via our high level sewer for processing, this resulted in settlement issues in our picket fence thickeners and blocked the low level return drains.</p> <p>The problem was identified via spikes on the odour monitors located in the middle of Mogden and our site investigations, but due to the complexity of our drainage system, it took several days to pinpoint the location of the blockage. We then jetted the drains with water to clear them and by that time, the digested sludge that caused the problem, had passed through the works.</p> <p>We would like to apologise for the odour noticed by residents during this period and would like to assure the complainant that this problem was not related to the construction work currently taking place at Mogden.</p> <p>With regards to the comment about noise from the construction work, we are monitoring the levels of noise at the boundary and this information is then provided to t</p> |
| 21-Mar-11     | Elmer Gardens    | <p>drove home down worton road last night and the stink was appalling - pure raw sewage smell, absolutely awful :(</p>  | <p>We had a problem with the sludge main from Mogden to Iver South, where the sludge is dewatered, which we had resolved by Tuesday 15 March. However, digested sludge was still returning to Mogden via our high level sewer for processing, this resulted in settlement issues in our picket fence thickeners and blocked the low level return drains.</p> <p>The problem was identified via spikes on the odour monitors located in the middle of Mogden and our site investigations, but due to the complexity of our drainage system, it took several days to pinpoint the location of the blockage. We then jetted the drains with water to clear them and by that time, the digested sludge that caused the problem, had passed through the works.</p> <p>We would like to apologise for the odour noticed by residents during this period.</p>  |
| 21-Mar-11     | Heathfield South | <p>last couple of nights heathfield south not very pleasant</p>   | <p>We had a problem with the sludge main from Mogden to Iver South, where the sludge is dewatered, which we had resolved by Tuesday 15 March. However, digested sludge was still returning to Mogden via our high level sewer for processing, this resulted in settlement issues in our picket fence thickeners and blocked the low level return drains.</p> <p>The problem was identified via spikes on the odour monitors located in the middle of Mogden and our site investigations, but due to the complexity of our drainage system, it took several days to pinpoint the location of the blockage. We then jetted the drains with water to clear them and by that time, the digested sludge that caused the problem, had passed through the works.</p> <p>We would like to apologise for the odour noticed by residents during this period.</p>  |
| 22-Mar-11     | Hillary Drive    | <p>Just for the record the stench from Mogden is pungent this morning.<br/>Was clear pre-7.00am but currently all pervasive.</p>  | <p>We had a problem with the sludge main from Mogden to Iver South, where the sludge is dewatered, which we had resolved by Tuesday 15 March. However, digested sludge was still returning to Mogden via our high level sewer for processing, this resulted in settlement issues in our picket fence thickeners and blocked the low level return drains.</p> <p>The problem was identified via spikes on the odour monitors located in the middle of Mogden and our site investigations, but due to the complexity of our drainage system, it took several days to pinpoint the location of the blockage. We then jetted the drains with water to clear them and by that time, the digested sludge that caused the problem, had passed through the works.</p> <p>We would like to apologise for the odour noticed by residents during this period.</p>  |

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| 22-Mar-11     | Elmer Gardens   | really bad smell again this morning, driving along the back roads of isleworth (worton road / worton avenue that runs parallel with london road)  | <p>We had a problem with the sludge main from Mogden to Iver South, where the sludge is dewatered, which we had resolved by Tuesday 15 March. However, digested sludge was still returning to Mogden via our high level sewer for processing, this resulted in settlement issues in our picket fence thickeners and blocked the low level return drains.</p> <p>The problem was identified via spikes on the odour monitors located in the middle of Mogden and our site investigations, but due to the complexity of our drainage system, it took several days to pinpoint the location of the blockage. We then jetted the drains with water to clear them and by that time, the digested sludge that caused the problem, had passed through the works.</p> <p>We would like to apologise for the odour noticed by residents during this period.</p> |
| 22-Mar-11     | Hillary Drive   | Further to my earlier e-mail, the repugnant, debilitating smell has continued, and continues to waft across from Mogden this morning.   | <p>We had a problem with the sludge main from Mogden to Iver South, where the sludge is dewatered, which we had resolved by Tuesday 15 March. However, digested sludge was still returning to Mogden via our high level sewer for processing, this resulted in settlement issues in our picket fence thickeners and blocked the low level return drains.</p> <p>The problem was identified via spikes on the odour monitors located in the middle of Mogden and our site investigations, but due to the complexity of our drainage system, it took several days to pinpoint the location of the blockage. We then jetted the drains with water to clear them and by that time, the digested sludge that caused the problem, had passed through the works.</p> <p>We would like to apologise for the odour noticed by residents during this period.</p> |
| 22-Mar-11     | Worton Road     | absolutely terrible stench.   | <p>We had a problem with the sludge main from Mogden to Iver South, where the sludge is dewatered, which we had resolved by Tuesday 15 March. However, digested sludge was still returning to Mogden via our high level sewer for processing, this resulted in settlement issues in our picket fence thickeners and blocked the low level return drains.</p> <p>The problem was identified via spikes on the odour monitors located in the middle of Mogden and our site investigations, but due to the complexity of our drainage system, it took several days to pinpoint the location of the blockage. We then jetted the drains with water to clear them and by that time, the digested sludge that caused the problem, had passed through the works.</p> <p>We would like to apologise for the odour noticed by residents during this period.</p> |
| 22-Mar-11     | Arnold Crescent | <p>Have just popped home for lunch and wish I hadn't. The smell from Mogden Sewage Works is absolutely foul.</p> <p>Could you please add this complaint to the one earlier with regard to the mosquitoes?</p> | <p>We had a problem with the sludge main from Mogden to Iver South, where the sludge is dewatered, which we had resolved by Tuesday 15 March. However, digested sludge was still returning to Mogden via our high level sewer for processing, this resulted in settlement issues in our picket fence thickeners and blocked the low level return drains.</p> <p>The problem was identified via spikes on the odour monitors located in the middle of Mogden and our site investigations, but due to the complexity of our drainage system, it took several days to pinpoint the location of the blockage. We then jetted the drains with water to clear them and by that time, the digested sludge that caused the problem, had passed through the works.</p> <p>We would like to apologise for the odour noticed by residents during this period.</p> |

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| Date of email | Road             | Complaint   | Response   |
|---------------|------------------|---|--|
| 22-Mar-11     | Weavers Close    | Please could someone let me know why there was a stench, especially on Worton Road, on the eve of the above date. It was a very strong odour for this time of the evening - 7.30 - 8.00 p.m. As I walked up Worton Road to Weavers Close, the odour became less, but was still very evident upon arriving at my home.   | <p>We had a problem with the sludge main from Mogden to Iver South, where the sludge is dewatered, which we had resolved by Tuesday 15 March. However, digested sludge was still returning to Mogden via our high level sewer for processing, this resulted in settlement issues in our picket fence thickeners and blocked the low level return drains.</p> <p>The problem was identified via spikes on the odour monitors located in the middle of Mogden and our site investigations, but due to the complexity of our drainage system, it took several days to pinpoint the location of the blockage. We then jetted the drains with water to clear them and by that time, the digested sludge that caused the problem, had passed through the works.</p> <p>We would like to apologise for the odour noticed by residents during this period.</p> |
| 22-Mar-11     | Harvesters Close | Mogden Stench affecting Harvesters Close this evening :-<br>Its bad!!   | <p>We had a problem with the sludge main from Mogden to Iver South, where the sludge is dewatered, which we had resolved by Tuesday 15 March. However, digested sludge was still returning to Mogden via our high level sewer for processing, this resulted in settlement issues in our picket fence thickeners and blocked the low level return drains.</p> <p>The problem was identified via spikes on the odour monitors located in the middle of Mogden and our site investigations, but due to the complexity of our drainage system, it took several days to pinpoint the location of the blockage. We then jetted the drains with water to clear them and by that time, the digested sludge that caused the problem, had passed through the works.</p> <p>We would like to apologise for the odour noticed by residents during this period.</p> |
| 22-Mar-11     | Whitton Dene     | The smell at my home this evening is the worst I have experienced for many many months.What on earth is going on up there does anybody know.The time is 22.30 and I have just been in the back garden preparing the rubbish bags for tomorrows collection.I just cant believe it there hasnt been any rain so it cant be the storm tanks can it?Please forward this on my behalf and request a reply. | <p>We had a problem with the sludge main from Mogden to Iver South, where the sludge is dewatered, which we had resolved by Tuesday 15 March. However, digested sludge was still returning to Mogden via our high level sewer for processing, this resulted in settlement issues in our picket fence thickeners and blocked the low level return drains.</p> <p>The problem was identified via spikes on the odour monitors located in the middle of Mogden and our site investigations, but due to the complexity of our drainage system, it took several days to pinpoint the location of the blockage. We then jetted the drains with water to clear them and by that time, the digested sludge that caused the problem, had passed through the works.</p> <p>We would like to apologise for the odour noticed by residents during this period.</p> |
| 22-Mar-11     | Kneller Gardens  | Awful smell in Kneller Gardens today.   | <p>We had a problem with the sludge main from Mogden to Iver South, where the sludge is dewatered, which we had resolved by Tuesday 15 March. However, digested sludge was still returning to Mogden via our high level sewer for processing, this resulted in settlement issues in our picket fence thickeners and blocked the low level return drains.</p> <p>The problem was identified via spikes on the odour monitors located in the middle of Mogden and our site investigations, but due to the complexity of our drainage system, it took several days to pinpoint the location of the blockage. We then jetted the drains with water to clear them and by that time, the digested sludge that caused the problem, had passed through the works.</p> <p>We would like to apologise for the odour noticed by residents during this period.</p> |

Mogden Sewage Treatment Works: Customer Queries 2011

| Date of email | Road            | Complaint  | Response   |
|---------------|-----------------|--|--|
| 23-Mar-11     | Beaumont Place  | My teenage son, would like to report a foul smell from Mogden during the day of 18th March.  | <p>We had a problem with the sludge main from Mogden to Iver South, where the sludge is dewatered, which we had resolved by Tuesday 15 March. However, digested sludge was still returning to Mogden via our high level sewer for processing, this resulted in settlement issues in our picket fence thickeners and blocked the low level return drains.</p> <p>The problem was identified via spikes on the odour monitors located in the middle of Mogden and our site investigations, but due to the complexity of our drainage system, it took several days to pinpoint the location of the blockage. We then jetted the drains with water to clear them and by that time, the digested sludge that caused the problem, had passed through the works.</p> <p>We would like to apologise for the odour noticed by residents during this period.</p> |
| 25-Mar-11     | Weavers Close   | <p>Just back in Isleworth for the weekend and the stench is disgusting. Slightly warmer weather and Thames have lost the plot. We can look forward to another summer of uncontrolled stench, continuing odour mismanagement and general site maintenance incompetence I suppose?</p> <p>Worton Road, Bridge Road, Riverside Walk, Oak Lane, Weavers Close all stink.</p> | <p>We can report that we did not have any operational issues at Mogden on Friday 25 March and no odour was detected during our routine site inspections. None of our odour monitors exceeded the 0.015ppm for 20 minutes or longer, the trigger level agreed with the London Borough of Hounslow, and the wind was blowing from a predominately south-easterly direction during the day, with an average speed of only 2 mph.</p> <p>We acknowledge that the treatment of sewage can be odorous at times, however, and would like to apologise for any odour that residents may notice.</p>  |
| 24-Mar-11     | Elmer Gardens   | Noticed odour when driving down hall road, isleworth on my way home from work last night, around 6.30 pm   | <p>We can report that we did not have any operational issues at Mogden on the evening of Wednesday 23 March and no odour was detected during our routine site inspections. None of our odour monitors exceeded the 0.015ppm for 20 minutes or longer, the trigger level agreed with the London Borough of Hounslow, and the wind was blowing from a predominately north-easterly direction during the day, with an average speed of 3 mph.</p> <p>We acknowledge that the treatment of sewage can be odorous at times, however, and would like to apologise for any odour that residents may notice.</p>   |
| 25-Mar-11     | Elmer Gardens   | smelly again last night driving down hall road in isleworth on my way back from work around 6.30pm.  | <p>We can report that we did not have any operational issues at Mogden on the evening of Thursday 24 March and no odour was detected during our routine site inspections. None of our odour monitors exceeded the 0.015ppm for 20 minutes or longer, the trigger level agreed with the London Borough of Hounslow, and the wind was blowing from a predominately north-easterly direction during the day, with an average speed of 4 mph.</p> <p>We acknowledge that the treatment of sewage can be odorous at times, however, and would like to apologise for any odour that residents may notice.</p>  |
| 23-Mar-11     | Arnold Crescent | dear sir or madam such a stench all this week from mogdon. is this ever going to be resolved - it just keeps happening i have to close all the windows and the smel stil comes in to the house /thankyou .   | <p>We had a problem with the sludge main from Mogden to Iver South, where the sludge is dewatered, which we had resolved by Tuesday 15 March. However, digested sludge was still returning to Mogden via our high level sewer for processing, this resulted in settlement issues in our picket fence thickeners and blocked the low level return drains.</p> <p>The problem was identified via spikes on the odour monitors located in the middle of Mogden and our site investigations, but due to the complexity of our drainage system, it took several days to pinpoint the location of the blockage. We then jetted the drains with water to clear them and by that time, the digested sludge that caused the problem, had passed through the works.</p> <p>We would like to apologise for the odour noticed by residents during this period.</p> |

Mogden Sewage Treatment Works: Customer Queries 2011

| Date of email | Road            | Complaint  | Response  |
|---------------|-----------------|--|---|
| 02-Apr-11     | Weavers Close   | <p>Stench eve of 31st March and morning of 1st April 2011</p> <p>Could someone explain why there has been a stench occurring on dates/times mentioned above. It was dreadful yesterday morning?</p>                                    | <p>We can report that we did not have any operational issues at Mogden on the evening of Thursday 31 March into the morning of Friday 1 April and no odour was detected during our routine site inspections. The north odour monitor did not exceed the 0.015ppm for 20 minutes or longer, the trigger level agreed with the London Borough of Hounslow, and the wind was blowing from a predominately south-westerly during that period, with an average speed of 7 - 8 mph.</p> <p>We acknowledge that the treatment of sewage can be odorous at times, however, and would like to apologise for any odour that residents may notice.</p>   |
| 07-Apr-11     | Arnold Crescent | <p>There was a bad smell on Saturday evening, bottom of Northcote Road and also today in the Whitton area Kneller Gardens area.</p>  | <p>We can report that we did not have any operational issues at Mogden on the evening of Saturday 2 April, none of our odour monitors exceeded 0.015ppm for 20 minutes or longer, the trigger level agreed with the London Borough of Hounslow, and no odour was detected on our routine site inspections. The wind was blowing from a predominately south-westerly direction during that period, with an average speed of 8 mph.</p> <p>On Thursday 7 April, there was activity recorded on our sludge gas odour monitors, but the wind direction was south-westerly throughout the day and so was blowing from the Whitton / Kneller Gardens area to Mogden, not the other way round. We acknowledge that the treatment of sewage can be odorous at times, however, and would like to apologise for any odour that residents may notice.</p>              |
| 07-Apr-11     | Saville Road    | <p>Well here we go, on one of the first fine evenings, I detect a nasty smell in the air here in Saville Rd TW1 4BQ, @ 8pm</p>   | <p>On the evening of Thursday 7 April, there was activity recorded on one of our sludge gas odour monitors, but the wind direction was south-westerly during this period, with an average speed of 4 mph, and so was not blowing from Mogden to Saville Road.</p> <p>We acknowledge that the treatment of sewage can be odorous at times, however, and would like to apologise for any odour that residents may notice.</p>   |
| 12-Apr-11     | Hillary Drive   | <p>The stench has been virtually continuous in Bankside Close/Hillary Drive and up along Twickenham Road (up to Isleworth Library) for the past 48 hours. Even stronger today than yesterday and still potent now at 10pm tonight.</p> | <p>We can report that we did not have any operational issues at Mogden on Monday 11 and Tuesday 12 April and no odour was detected during our routine site inspections. The east monitor did not exceed the 0.015ppm for 20 minutes or longer, the trigger level agreed with the London Borough of Hounslow, and the wind was blowing from various directions over the period mentioned and the wind speed varied from 0 - 18 mph.</p> <p>We adhere to our odour management plan and work closely with the London Borough of Hounslow to this end with joint weekly site inspections; however, sewage treatment can be odorous at times and we would like to apologise for any odour that residents may notice. It would assist us in our investigations, if complaints can be phoned through to the Mogden line on 0845 641 0030, as soon as possible.</p> |
| 09-Apr-11     | Hillary Drive   | <p>Odour has been bad practically everyday for past 2 weeks in Bankside Close/Hillary Drive from early morning till very late. Very bad this morning, Saturday.</p>  | <p>Over the two week period that Mr Holland mentions up to and including Saturday 9 April, the east odour monitor, which is closest to Bankside Close/Hillary Drive, did not record any peak readings above 0.015ppm for 20 minutes or longer, the trigger level agreed with the London Borough of Hounslow. The wind direction over the two weeks was predominantly south-westerly and ranged between 3 - 12 mph.</p> <p>On Saturday 9 April, however, investigations were carried out by our on-duty process controller in response to peak readings on our sludge gas monitors and a leak was found on our gas compressor line and arrangements were made to have it repaired.</p> <p>We acknowledge that sewage treatment can be odorous at times and we would like to apologise for any odour that residents may notice.</p>                           |

Mogden Sewage Treatment Works: Customer Queries 2011

| Date of email | Road             | Complaint   | Response  |
|---------------|------------------|---|---|
| 09-Apr-11     | Woodland Gardens | mogden is stinking this week,   | <p>Over the week that Mr Tippings mentions up to and including Saturday 9 April, the north and west odour monitors, which are closest to Woodland Gardens, did not record any peak readings above 0.015ppm for 20 minutes or longer, the trigger level agreed with the London Borough of Hounslow. The wind direction for that week was predominantly south-westerly and the speed ranged between 3 - 7 mph.</p> <p>On the date of Mr Tippings' email, Saturday 9 April, however, investigations were carried out by our on-duty process controller in response to peak readings on our sludge gas monitors and a leak was found on our gas compressor line and arrangements were made to have it repaired.</p> <p>We acknowledge that sewage treatment can be odorous at times and we would like to apologise for any odour that residents may notice.</p> |
| 08-Apr-11     | Weavers Close    | <p>Odour back with a vengeance for the weekend from about 10.30 pm this evening.</p> <p>No doubt Mogden management is oblivious to the problems they are causing to the environment.</p> <p>Is this to be another summer of negligence and management failures by Thames Water?</p> | <p>On Friday 8 April, investigations were carried out by our on-duty process controller in response to peak readings on our sludge gas monitors, however, and odour from the exhaust of our combined heat and power engines was detected. The wind blew in various directions that day, but was predominantly southerly, and ranged in speed between 3 - 7 mph.</p> <p>We acknowledge that sewage treatment can be odorous at times and we would like to apologise for any odour that residents may notice.</p>   |
| 09-Apr-11     | Beaumont Place   | I experienced odour yesterday , Friday April 8th around Beaumont Place.   | <p>On Friday 8 April, the south odour monitor, which is closest to Beaumont Place, did not record any peak readings above 0.015ppm for 20 minutes or longer, the trigger level agreed with the London Borough of Hounslow. The wind blew in various directions that day, but was predominantly southerly, and ranged in speed between 3 - 7 mph.</p> <p>However, investigations were carried out by our on-duty process controller in response to peak readings on our sludge gas monitors and odour from the exhaust of our combined heat and power engines was detected.</p> <p>We acknowledge that sewage treatment can be odorous at times and we would like to apologise for any odour that residents may notice.</p>  |
| 09-Apr-11     | Kneller Gardens  | Really bad smell in Kneller Gardens yesterday evening and night.  | <p>On Friday 8 April, the sludge gas monitors 11 and 12, which are closest to Kneller Gardens, did not record any peak readings above 0.015ppm for 20 minutes or longer, the trigger level agreed with the London Borough of Hounslow. The wind blew in various directions that day, but was predominantly southerly, and ranged in speed between 3 - 7 mph. However, investigations were carried out by our on-duty process controller in response to peak readings on our other sludge gas monitors and odour from the exhaust of our combined heat and power engines was detected.</p> <p>We acknowledge that sewage treatment can be odorous at times and we would like to apologise for any odour that residents may notice.</p>   |
| 09-Apr-11     | Erncroft Way     | The Mogden pong continues to offend – the reason that you do not get regular reports from me on the state of it is complaint fatigue. Please register my complaint as the situation at Mogden has deteriorated rapidly. Is there no effective management of the appalling site?     | <p>On Saturday 9 April, the south odour monitor, which is closest to Erncroft Way, did not record any peak readings above 0.015ppm for 20 minutes or longer, the trigger level agreed with the London Borough of Hounslow. The wind was predominantly north-easterly and ranged in speed between 3 - 7 mph.</p> <p>However, investigations were carried out by our on-duty process controller in response to peak readings on our sludge gas monitors, and a leak was found on our gas compressor line and arrangements were made to have it repaired.</p> <p>We acknowledge that sewage treatment can be odorous at times and we would like to apologise for any odour that residents may notice.</p>  |

Mogden Sewage Treatment Works: Customer Queries 2011

| Date of email | Road             | Complaint   | Response   |
|---------------|------------------|---|--|
| 08-Apr-11     | Arnold Crescent  | SEVERE ODOUR TONIGHT  | <p>On Friday 8 April, the sludge gas monitors 11 and 12, which are closest to Arnold Crescent, did not record any peak readings above 0.015ppm for 20 minutes or longer, the trigger level agreed with the London Borough of Hounslow. The wind blew in various directions that day, but was predominantly southerly, and ranged in speed between 3 - 7 mph. However, investigations were carried out by our on-duty process controller in response to peak readings on our other sludge gas monitors and odour from the exhaust of our combined heat and power engines was detected.</p> <p>We acknowledge that sewage treatment can be odorous at times and we would like to apologise for any odour that residents may notice.</p>  |
| 09-Apr-11     | Arnold Crescent  | I went to The Orange tree theatre around 7 O'clock and it was vile then from Arnold Crescent down Mogden Lane to the Twickenham Road  | <p>On Friday 8 April, the sludge gas monitors 11 and 12, which are closest to Arnold Crescent, the south monitor, which is closest to Mogden Lane, and the east monitor, which is closest to Twickenham Road, did not record any peak readings above 0.015ppm for 20 minutes or longer, the trigger level agreed with the London Borough of Hounslow. The wind blew in various directions that day, but was predominantly southerly, and ranged in speed between 3 - 7 mph.</p> <p>Investigations were carried out by our on-duty process controller in response to peak readings on our other sludge gas monitors, however, and odour from the exhaust of our combined heat and power engines was detected.</p> <p>We acknowledge that sewage treatment can be odorous at times and we would like to apologise for any odour that residents may notice.</p>   |
| 11-Apr-11     | Wainwright Grove | <p>On Friday night the Mogden stench was very bad in Wainwright Grove.</p> <p>We had to close bedroom window as due to the very noxious smell of raw sewage.</p> <p>Let's hope this is not going to happen repeatedly every weekend and every night through the summer or we will fry in our "closed" houses.</p> | <p>On Friday 8 April, the west odour monitor, which is closest to Wainwright Grove, did not record any peak readings above 0.015ppm for 20 minutes or longer, the trigger level agreed with the London Borough of Hounslow. The wind blew in various directions that day, but was predominantly southerly, and ranged in speed between 3 - 7 mph.</p> <p>Investigations were carried out by our on-duty process controller in response to peak readings on our sludge gas monitors, however, and odour from the exhaust of our combined heat and power engines was detected.</p> <p>We acknowledge that sewage treatment can be odorous at times and we would like to apologise for any odour that residents may notice.</p>   |
| 11-Apr-11     | Whitton Dene     | Stench in Whitton Dene the whole weekend. Also have the return of the mosquitos!  | <p>On Saturday 9 April, the sludge gas monitors 9, 10, 11 and 12, which are closest to Whitton Dene, did not record any peak readings above 0.015ppm for 20 minutes or longer, the trigger level agreed with the London Borough of Hounslow. However, investigations were carried out by our on-duty process controller in response to peak readings on our other sludge gas monitors, and a leak was found on our gas compressor line and arrangements were made to have it repaired.</p> <p>On Sunday 10 April, monitors 9, 11 and 12, did not record any peak readings above 0.015ppm for 20 minutes or longer, but monitor 10 did record two. One at 05.04 am and 06.35 am. The investigation by our on-duty process controller, however, did not detect any odour on site. I was also at Mogden later that morning myself for a few hours and can confirm that there was no odour on site.</p> <p>The wind was predominantly north-easterly over the weekend and ranged in speed between 3 - 7 mph.</p> <p>We acknowledge that sewage treatment can be odorous at times and we would like to apologise for any odour that residents may notice.</p> |

Mogden Sewage Treatment Works: Customer Queries 2011

| Date of email | Road            | Complaint   | Response  |
|---------------|-----------------|---|---|
| 09-Apr-11     | Arnold Crescent | <p>dear sir once again a horrible stench from mogdon friday 8 April at 7.30 again today saturday 9th April again a stench i hope we are not going to have to suffer this smell all this year ,they say it is improving but this does not seem to be happening . thanyou .</p> | <p>On Friday 8 April and Saturday 9 April, the sludge gas monitors 11 and 12, which are closest to Arnold Crescent, did not record any peak readings above 0.015ppm for 20 minutes or longer, the trigger level agreed with the London Borough of Hounslow.</p> <p>The wind blew in various directions on the Friday, but was predominantly southerly, and ranged in speed between 3 - 7 mph. Investigations were carried out by our on-duty process controller in response to peak readings on our other sludge gas monitors and odour from the exhaust of our combined heat and power engines was detected.</p> <p>On the Saturday, the wind was predominantly north-easterly and ranged in speed between 3 - 7 mph. Investigations were carried out by our on-duty process controller in response to peak readings on our other sludge gas monitors, and a leak was found on our gas compressor line and arrangements were made to have it repaired.</p> <p>We acknowledge that sewage treatment can be odorous at times and we would like to apologise for any odour that residents may notice.</p> |
| 11-Apr-11     | Elmer Gardens   | <p>The latter part of last week the stench was very bad - experienced in the morning (school run - worton road) and when driving home in the evening especially Friday (6.30 ish - hall road)</p>   | <p>On Thursday 7 and Friday 8 April, the north monitor, which is closest to Worton Road, and the west monitor, which is closest to Hall Road, did not record any peak readings above 0.015ppm for 20 minutes or longer, the trigger level agreed with the London Borough of Hounslow.</p> <p>On the Thursday, the wind direction was predominantly south-westerly, with a speed that ranged between 3 - 7 mph. There was some activity on our sludge gas monitors but no odour was detected in the area upon investigation.</p> <p>The wind blew in various directions on the Friday, but was predominantly southerly, and ranged in speed between 3 - 7 mph. Investigations were carried out by our on-duty process controller in response to peak readings on our sludge gas monitors and odour from the exhaust of our combined heat and power engines was detected.</p> <p>We acknowledge that the treatment of sewage can be odorous at times, however, and would like to apologise for any odour that residents may notice.</p>   |
| 11-Apr-11     | Steele Road     | <p>I have noticed a surprising number of mosquitoes in our garden and inside the house recently and wish to report this officially.</p>   | <p>I have spoken to one of our entomological consultants, who is carrying out a mosquito survey here at Mogden today, and they still feel that it is most likely that the complainant is seeing a species of mosquito that does not breed at Mogden.</p> <p>If one of the mosquitoes she is noticing can be caught, they would be happy to identify it for her.</p>   |
| 09-Apr-11     | Worton Road     | <p>There was a stench from Mogden yesterday and today in the Worton Road to Mogden Lane area. This always happens when we have nice weather.</p>  | <p>On Friday 8 and Saturday 9 April, the north odour monitor, which is closest to Worton Road and the south monitor, which is closest to Mogden Lane, did not record any peak readings above 0.015ppm for 20 minutes or longer, the trigger level agreed with the London Borough of Hounslow.</p> <p>The wind blew in various directions on the Friday, but was predominantly southerly, and ranged in speed between 3 - 7 mph. Investigations were carried out by our on-duty process controller in response to peak readings on our sludge gas monitors and odour from the exhaust of our combined heat and power engines was detected.</p> <p>On the Saturday, the wind was predominantly north-easterly and ranged in speed between 3 - 7 mph. Investigations were carried out by our on-duty process controller in response to peak readings on our sludge gas monitors, and a leak was found on our gas compressor line and arrangements were made to have it repaired.</p> <p>We acknowledge that sewage treatment can be odorous at times and we would like to apologise for any odour</p>      |

Mogden Sewage Treatment Works: Customer Queries 2011

| Date of email | Road            | Complaint   | Response   |
|---------------|-----------------|---|--|
| 11-Apr-11     | Whitton Dene    | Very bad odour Saturday evening 9th April Whitton Dene.   | <p>On Saturday 9 April, the sludge gas monitors 9, 10, 11 and 12, which are closest to Whitton Dene, did not record any peak readings above 0.015ppm for 20 minutes or longer, the trigger level agreed with the London Borough of Hounslow. The wind was predominantly north-easterly and ranged in speed between 3 - 7 mph. However, investigations were carried out by our on-duty process controller in response to peak readings on our other sludge gas monitors, and a leak was found on our gas compressor line and arrangements were made to have it repaired.</p> <p>We acknowledge that sewage treatment can be odorous at times and we would like to apologise for any odour that residents may notice.</p>  |
| 11-Apr-11     | Amberside Close | We have had a very severe smell all last week, the weekend and this evening, please can you register my complaint against Thames Water and the Mogden Sewage works.   | <p>Over the period that mentioned up to and including Monday 11 April, the sludge gas monitors 11 and 12, which are closest to Amberside Close, did not record any peak readings above 0.015ppm for 20 minutes or longer, the trigger level agreed with the London Borough of Hounslow. The wind direction for that week was predominantly south-westerly before turning north-easterly over the weekend and back to south-westerly on the Monday. The speed ranged between 3 - 7 mph.</p> <p>From Monday 4 to Thursday 8 April, no odour was detected on our site investigations and there were no operational issues.</p> <p>On Friday 8 April, investigations were carried out by our on-duty process controller in response to peak readings on our sludge gas monitors, however, and odour from the exhaust of our combined heat and power engines was detected.</p> <p>On Saturday 9 April, investigations carried out in response to peak readings on our sludge gas monitors found a leak was on our gas compressor line and arrangements were made to have it repaired.</p> |
| 14-Apr-11     | Hillary Drive   | <p>They always say it's not them - well who else can it be?</p> <p>I've just driven from down Worton Road to Bankside Close and the stench was evident from the Royal Oak pub down to Twickenham Road junction. The smell is daily at the moment and at almost all hours.</p>   | <p>On Thursday 14 April, the north monitor, which is closest to Worton Road, and the east monitor, which is closest to Bankside Close and Twickenham Road, did record peak readings above 0.015ppm at lunchtime but they did not last for 20 minutes or longer, the trigger level agreed with the London Borough of Hounslow. These spikes may have been caused by the cleaning of one of our screen inlet flumes.</p> <p>We would like to confirm again that we adhere to our odour management plan and work closely with the London Borough of Hounslow to this end with joint weekly site inspections; one of which took place on the afternoon of Thursday 14 April. We acknowledge that the treatment of sewage can be odorous at times, however, and would like to apologise for any odour that residents may notice.</p>  |
| 20-Apr-11     | Arnold Crescent | dear sir today Wednesday 20 April the smell from mogdond was terrible we had to come in doors .it was such a nice day but the smell was disgusting ,i dont think this is going to get any better , hope you give this e mail your urgent attention thankyou .   | <p>Up to 2pm on Wednesday 20 April, there was activity recorded on two of our sludge gas odour monitors, but the wind direction was predominately south-westerly in the hours leading up to the complaint, with an average speed of 3 mph, and so was not blowing from Mogden to Arnold Crescent.</p> <p>We acknowledge that the treatment of sewage can be odorous at times, however, and would like to apologise for any odour that residents may notice.</p>  |
| 28-Apr-11     | Kendrey Gardens | <p>Hi You did send an email about the work that has to be done you said that it was better if not so many lorries went up and down the road.I think this is just you dealing with cost and not thinking of the residents that live with the smell every day it makes it impossible to even sit in the garden</p> <p>Please bring back the lorries and save us from this smell</p> | <p>We are working hard to minimise odour by adhering to an odour management plan agreed with the London Borough of Hounslow.</p> <p>If you are still noticing odour, please let us know the time and date and we will investigate to see if anything unusual was happening on site, and update you accordingly.</p> <p>During our upgrade of the works, we are concerned about the impact of construction traffic on the roads around Mogden, and are striving to keep the construction lorries, which are either removing excess soil or delivering materials, to an absolute minimum.</p> <p>If you have any other questions or queries, please do not hesitate to get in touch.</p>   |

Mogden Sewage Treatment Works: Customer Queries 2011

| Date of email | Road              | Complaint   | Response  |
|---------------|-------------------|---|---|
| 18-May-11     | Elizabeth Gardens | <p>Dear Thames water,</p> <p>Mogden was realising smells on Monday 16th June, which I smelt in Elizabeth Garden and at Redless Park between 12.00 noon and 16.00 hours.</p> <p>The smells were mild to medium.</p>  | <p>All the odour monitors, both the ones around our boundary and the ones located around the digesters were reading below the trigger level of 0.015ppm between 12 and 4 pm. No odour was detected on our routine site inspections and there were no operational issues. That said, we don't doubt your experience and would like to apologise for the odour noticed.</p>   |
| 24-May-11     | Percy Road        | <p>I can report that the sewage works gas been smelling bad since Sunday 22nd may. Can you let me know why?</p> <p>I live in Percy road.</p>  | <p>We have investigated for you, as promised, and found that the wind has predominantly been in a south-westerly direction, i.e. blowing diagonally across Mogden to Percy Road. This, combined with the fact that the wind speed has been exceptionally strong over the last few days, our peak reading is 25 mph so far, means that, although we have not had any operational issues, any odour on site will have been blown in your direction.</p> <p>We acknowledge that the treatment of sewage can be odorous at times and would like to apologise for any odour that you may notice.</p>   |
| 26-May-11     | Percy Road        | <p>Many Thanks for your email, with the greatest of respect, I could have told you it was a south westerly wind!! Otherwise we wouldn't have smelt it at all</p> <p>My question to you, is why is the site smelling so bad. Again today it has been smelling.</p> <p>The wind direction purely carries the smell, if the smell wasnt there then there would be no smell to carry.</p> | <p>Thank you for letting me know that I have not provided the response you were looking for, for which I apologise. I will go into more detail about what I was trying to say.</p> <p>We do have treatment processes on site that can create odour and due to the wind strength and direction, it has been carried over to you. It is hard to pin down what exactly the source of the odour you have noticed is, however, because as I mentioned there has been nothing unusual happening on site this week. I can verify myself that we haven't had odour problems at Mogden itself, as I have been on site all week with the exception of Wednesday, and my sense of smell meets the BSEN 13725:2003 'Air quality - Determination of odour concentration by dynamic olfactometry' guidelines. This doesn't mean that we doubt your experience, as odour can be lifted up by the wind and dropped back to ground level a distance away.</p> <p>We had an odour study carried out last year by Entec. It is available on our website and I think it may be of interest to you. It can be found here:<br/> <a href="http://www.thameswater.co.uk/cps/rde/xchg/corp/hs.xsl/9">http://www.thameswater.co.uk/cps/rde/xchg/corp/hs.xsl/9</a></p> |
| 27-May-11     | Kendrey Gardens   | <p>Hi Thanks for telling me about the problem but I think you were wrong with the dates it is Friday 27th not 26,But the main point of contacting you is to point out that there has been such a bad smell today the 27th not so much were I live but at Tesco today it was so bad I feel sorry for the men that are outside cleaning the cars</p>                                    | <p>Due to the rain that we experienced yesterday, we have had to use our open air storm tanks to store the additional wastewater coming into Mogden and this may have been the source of the odour you noticed at Tescos. When we have a rainstorm after a long period of dry weather, a lot of concentrated sewage is washed out of the sewers, which is more odorous. We run the works at full treatment capacity and then fill our covered storm tanks first with the extra wastewater to try and mitigate this problem, but due to the amount of rain, we had to employ our uncovered tanks as well.</p> <p>We acknowledge that the treatment of sewage can be odorous at times and would like to apologise for any odour noticed.</p>  |
| 01-Jun-11     | Northcote Road    | <p>I live in Northcote Road, St Margarets and we have been experiencing Mogden odour over the past few days. It is very strong today and with the doors and windows open it invades the house. Not nice at all.</p>   | <p>Your complaint has been logged and investigated. On the 1st June during the day, the site Odour Log and odour monitor trends did not identify any odour problems on site.</p> <p>On the evening of the 1st of June, an odour monitor on the South of the site did record some odour activity. After an investigation was carried out at the time it was noted in the Odour Log that the likely source of the Odour recorded on the monitor were two digesters. Adjustments were made to the Digesters to reduce the chance of further activity being seen.</p>   |
| 27-Apr-11     | Elmer Gardens     | <p>my wife has just reported driving through the isleworth area there is a very strong stink of raw sewage.</p>   | <p>On Wednesday 27 April, the north monitor, which is closest to the Isleworth area, did not record any peak readings above 0.015ppm for 20 minutes or longer, the trigger level agreed with the London Borough of Hounslow. No odour problems were detected on the routine site inspections and there were no operational issues. At the time of the observation of odour, the wind direction was north-easterly, blowing from Isleworth to Mogden, ranging in speed from 5 - 13 mph.</p>  |

Mogden Sewage Treatment Works: Customer Queries 2011

| Date of email | Road           | Complaint   | Response  |
|---------------|----------------|---|---|
| 11-May-11     | Queens Terrace | Just got back home at 7.30 and there's quite a stench tonight.  | <p>On Wednesday 11 May, the east odour monitor, which is closest to Queens Terrace, recorded levels between 0.017 and 0.024ppm for 24 minutes around the time of the complaint, which is above the trigger level agreed with the London Borough of Hounslow. The site investigation did not detect any strong odours in the area, however, and there were no operational issues. The wind direction was predominately south-westerly with an average speed of 5 mph.</p> <p>We acknowledge that sewage treatment can be odorous at times and we would like to apologise for any odour that residents may notice.</p>  |
| 31-May-11     | Northcote Road | Mogden was on form tonight smelling very badly from the Tesco roundabout to the bottom of Northcote Road. It may have been worse further away as well but my journey finished at Northcote.             | <p>Between 7 to 7.30pm on Tuesday 31 May, all of our boundary and sludge gas monitors were reading below 0.015ppm. The wind was predominately blowing from a north-westerly direction at speeds between 3 - 8 mph, however, which means that exhaust gases from our combined heat and power engines may have been noticeable in Mogden Lane.</p> <p>We acknowledge that sewage treatment can be odorous at times and we would like to apologise for any odour that residents may notice.</p>  |
| 01-Jun-11     | Northcote Road | Mogden was smelling badly at the bottom of Northcote Road again.  | <p>Between 7.30 to 8pm on Wednesday 1 June, our boundary and sludge gas monitors did not record readings in breach of the trigger level agreed with the London Borough of Hounslow, of 0.015ppm and above, for 20 minutes or more. For this time period, the wind was again blowing from a north-westerly direction at speeds between 1 - 5 mph, which means possibly that exhaust gases from our combined heat and power engines may have been noticeable at the bottom of Northcote Road.</p> <p>We acknowledge that sewage treatment can be odorous at times and we would like to apologise for any odour that residents may notice.</p>                               |
| 17-May-11     | Weavers Close  | Stench last week Thur/Friday (last week) and this morning 17.5.11<br>Please could someone explain why there was a stench in Weavers Close and down Worton Road on the above days and also this morning? | <p>On Thursday 12, Friday 13 and Tuesday 17 May, the north odour monitor, which is closest to Weavers Close and Worton Road, did not breach 0.015ppm and above for 20 minutes or more, the trigger level agreed with the London Borough of Hounslow. The wind direction was predominately from the south-west on these three days, varying in speed, however, so it may be possible that odour from our rectangular primary settlement tanks was noticed. These tanks are to be covered as part of the extension project.</p> <p>We acknowledge that sewage treatment can be odorous at times and we would like to apologise for any odour that residents may notice.</p> |
| 28-May-11     | Queens Terrace | Well, it's 645 on Saturday and just wondering whether to brave a barbie, but our minds are immediately made up.....Mogden's smelling.<br>It's Bank Holiday weekend, so of course the stink is there.    | <p>On Saturday 28 May, the east odour monitor, which is closest to Queens Terrace, unfortunately flat-lined part way through the day. The other boundary monitors, however, all recorded levels under 0.015ppm, which is below the trigger level agreed with the London Borough of Hounslow. The routine site investigations did not detect any odour problems on site and there were no operational issues. The wind averaged a speed of 6 mph.</p> <p>We acknowledge that sewage treatment can be odorous at times and we would like to apologise for any odour that residents may notice.</p>  |

Mogden Sewage Treatment Works: Customer Queries 2011

| Date of email | Road           | Complaint   | Response   |
|---------------|----------------|---|--|
| 06-May-11     | Elmer Gardens  | <p>forgot to email earlier in the week, but last friday (bank holiday) when i visited the tescos next to the front of mogden, the stink was absolutely overpowering.</p> <p>on-off all this week it's also been very bad - particurly so yesterday evening where the stink was evident in our back garden for most of the evening.</p>  | <p>On Friday 29 April, the sludge gas monitors 9 and 10, closest to Mogden Lane, registered peaks over 0.015ppm, which were investigated and the action taken was to increase the load of the combined heat and power (CHP) engines to reduce gas loss from digesters. A longer term action is the modification of the digesters as part of the extension project, which will help to prevent 'gassing'. The wind was predominately south-easterly with an average speed of 6 mph.</p> <p>On Thursday 5 May, the north and west boundary odour monitors, which are closest to Elmer Gardens, recorded readings below 0.015ppm. The wind direction was predominately south-easterly with an average speed of 5 mph, so it may be possible that odour from our rectangular primary settlement tanks was noticed. These tanks are to be covered as part of the extension project.</p> <p>We acknowledge that sewage treatment can be odorous at times and we would like to apologise for any odour that residents may notice.</p> |
| 23-Apr-11     | Weavers Close  | <p>My family was awaken at 3.30 am this morning 23/4 by the vomit inducing Mogden stench wafting through our windows. We were away most of the day but this evening from 7pm it was bad and got steadily worse by 9.30pm and we had to seal all windows again. The so called 'managers' of Mogden just haven't got a clue how to deal with the ongoing problems.</p>  | <p>The north, central and east monitors recorded significant activity on Saturday 23 April. The site investigations, however, only detected odour in the digester area. The action taken was to increase the load of the combined heat and power (CHP) engines to reduce gas loss from digesters. A longer term action is the modification of the digesters as part of the extension project, which will help to prevent 'gassing'. The wind direction was predominately south-easterly with an average speed of 3 mph.</p> <p>We acknowledge that sewage treatment can be odorous at times and we would like to apologise for any odour that residents may notice.</p>  |
| 13-Jun-11     | Weavers Close  | <p>Stench morning of 13.6.11<br/>Please could someone explain the stench this morning of raw sewage in Weavers Close?</p>   | <p>On Monday 13 June, the north odour monitor, which is closest to Weavers Close, recorded very low levels from 0.001 to 0.007ppm. The wind was blowing predominately south-westerly with an average speed of 8 mph.</p> <p>We acknowledge that sewage treatment can be odorous at times and we would like to apologise for any odour that residents may notice.</p>   |
| 20-Jun-11     | Northcote Road | <p>Yesterday, Sunday 20th June, we (North St Margaret's area) experienced the Mogden smell several times throughout the day. Also it was really bad at my daughter's house in Elizabeth Gardens, Isleworth about 5pm. Please do not tell me that your monitoring system did not detect anything! They may not be working properly but my nose is! I know that you monitor odours on your site but maybe there should be a system for off site because you rarely, if ever, seem to detect it.</p> | <p>Thank you for your email regarding odour noticed on Sunday 19 June, it has been logged and investigated.</p> <p>There were spikes registered over 0.015 ppm that day on the central monitor and also monitors 6, 7 and 8, but none of these peaks lasted for 20 minutes or more, the trigger level agreed with the London Borough of Hounslow. The wind direction was predominantly south-westerly at speeds between 6 - 21 mph.</p> <p>The odour you noticed, however, may have been due to the uncovered storm tanks being used and returned during this period, for which we would like to apologise. We are cleaning the empty tanks today to remove any remaining sludge to minimise odour.</p>  |

Mogden Sewage Treatment Works: Customer Queries 2011

| Date of email | Road            | Complaint  | Response   |
|---------------|-----------------|--|--|
| 24-Jun-11     | Twickenham Road | It has smelt absolutely vile for weeks now. Its so bad today is it making me feel sick and a burning feeling in my throat. I'm supposed to take my children to redlees later on and am dreading it. I should not dread taking my children to the park. I would also like to be able to air my house out but cannot because of the vile stench outside. Living here is unbearable. We may as well be in victorian england with poop floating down the street.   | <p>We are sorry to hear that you have been noticing odour lately and the inconvenience it is causing you.</p> <p>We have had significant rainfall over the last few weeks, which means Mogden receives high volumes of wastewater because the sewers in London are combined, not only taking wastewater from homes and businesses but also rain and anything else that flows into road drains etc. Such high volumes of wastewater can't all be treated at once so the excess is stored in our eight storm tanks, six of which are uncovered, until the flow reduces. The wastewater is then returned to the head of the works for processing.</p> <p>It takes Mogden a while to recover from long periods of heavy rain, as our catchment area is very large and some of the wastewater travels 20 miles before it reaches us.</p> <p>This means that the wastewater in our six uncovered storm tanks may give rise to odour; however, we work hard to empty the tanks as soon as we are able, and then manually clean them to get rid of any sludge left behind.</p> <p>We are currently building a £140 million extension to Mogden to help deal with this issue and the project will b</p> |
| 18-Jun-11     | Queens Terrace  | Just to let you know I arrived back on Friday evening (17th) at 11.45 and Mogden is well and truly stinking.   | <p>On the evening of Friday 17 June, the odour monitors closest to Queens Terrace are the north and east boundary monitors. The north monitor recorded readings well below the 0.015ppm trigger level agreed with the London Borough of Hounslow, but unfortunately the east monitor was flat-lining at the time of the complaint. The routine site investigations did not detect any odour problems on site and there were no operational issues. The wind direction was predominantly south-easterly with an average speed of 5 mph.</p> <p>We acknowledge that sewage treatment can be odorous at times and we would like to apologise for any odour that residents may notice.</p>   |
| 19-Jun-11     | Northcote Road  | Bottom of Northcote Road, Mogden has been pretty smelly all day!!  | <p>The odour monitors closest to Northcote Road are the south and east boundary monitors. On Sunday 19 June, the south monitor recorded readings well below the 0.015ppm trigger level agreed with the London Borough of Hounslow, but unfortunately the east monitor was flat-lining. No odour was detected on site during the site investigations carried out that day and there were no operational issues. The wind direction was predominantly south-westerly with an average speed of 9 mph.</p> <p>We acknowledge that sewage treatment can be odorous at times and we would like to apologise for any odour that residents may notice.</p>   |
| 27-Jun-11     | Weavers Close   | I am writing to complain about the number of mosquitoes in our area at the moment. It has been clear since April, when I received two large bites on the leg, that there is a particularly high number of mosquitoes this year. We have been forced to keep windows closed after dusk which is unbearable in the summer months. I actually dread summer coming these days due to the foul smell (every weekend nowadays) and the bites which produce pain, swelling and bruising. Last night in desperation because of the heat (29 degrees) we had to open the windows for a couple of hours, resulting in several bites each despite wearing repellent. My husband caught three of these creatures but unfortunately it was too late. I am sick to death of this situation - how can you expect people to live like this? I have lost count of the e-mails I have sent over the years to try to get Thames Water to take residents' concerns seriously. Congratulations - you are the original Neighbours from Hell and have finally persuaded me to move out, which I hope to do within the year. In the meantime, I look forward to your reply outlining what action you are taking to address the mosquito problem we currently have in Weavers Close. I won't bother asking about the odour. | <p>We are sorry to hear of your recent experience with regard to mosquitoes.</p> <p>We would like to assure you that we operate a strict year-round mosquito survey and control programme in conjunction with the London Boroughs of Hounslow and Richmond Upon Thames at Mogden. Surveys are currently being carried out by our professional entomological consultants on a weekly basis, as it is between spring and autumn that mosquitoes are most active. The surveys are reduced to fortnightly during the winter months.</p> <p>During the surveys, any mosquito egg rafts, larvae (which move in a distinctive way), pupae and adults seen are recorded. All mosquito activity seen, regardless of lifecycle stage, is treated by our pest control company less than 2 days after the surveys are carried out.</p> <p>A number of different methods are used to control mosquitoes at Mogden:</p> <p>Physical - i.e. removing standing water which could be used as breeding sites, e.g. covering skips and unblocking drains.</p> <p>Biological - where the larvae are treated with a bacterial</p>   |

Mogden Sewage Treatment Works: Customer Queries 2011

| Date of email | Road           | Complaint   | Response  |
|---------------|----------------|---|---|
| 28-Jun-11     | Northcote Road | <p>During the night I was awoken by the very distinctive very very strong Mogden Odour. It was absolutely dreadful. I have been experiencing the odour on and off over the past few days during the day time but have not emailed to complain because it was not overly strong but last night it was so strong I felt I need to draw your attention to it. Your monitors must have picked it up! If it was this strong here in St Margaret's it must have been horrendous for residents nearer to the site.</p>   | <p>Thank you for your email regarding odour noticed during the night of Monday 27 June, it has been logged and investigated.</p> <p>The odour monitors closest to Northcote Road are the south and east boundary monitors. The south monitor recorded readings well below the 0.015ppm trigger level agreed with the London Borough of Hounslow throughout the night, but unfortunately the east monitor is currently flat-lining and scheduled for repair this week. The wind direction varied during this period and the speed was between 0 - 7 mph.</p> <p>The odour you noticed, however, may have been due to sludge left in one of our uncovered storm tanks after the wastewater was returned for treatment, for which we would like to apologise. The tank was cleaned manually in the early morning of yesterday (28 June).</p>   |
| 30-Jun-11     | Northcote Road | <p>Thank you for your reply to my complaint, however, it is unsatisfactory. Mogden is in the middle of a large residential area, and is the second largest Sewage Treatment Works in the UK, serving 1.9 million people, surely you should have systems and procedures which ensure that sludge is never ever left in an uncovered storm tank. You know that this will cause odour so why does this happen? Am I supposed to be grateful that you cleaned it out the following morning when I suffered a quite disgusting stench throughout the night?</p>  | <p>I apologise I should have given you more information about how manual cleaning of the storm tanks takes place and why, on occasions, it is required.</p> <p>Each of our storm tanks has six Amajets, which is the trade name for a type of swing jet, and they look and work like this: <a href="http://www.ksb.com/linkableblob/ksb-en/14230-12526/lightboxLs/swingamajet_picture/lightboxLs.gif">http://www.ksb.com/linkableblob/ksb-en/14230-12526/lightboxLs/swingamajet_picture/lightboxLs.gif</a> - i.e. they swing in a 180 degree arc, pumping stormwater into the tank to stir up the wastewater as the tank empties, preventing sludge from settling out.</p> <p>The Amajets do a very good job of cleaning our storm tanks, but 'rag' in the system can sometimes cause problems. 'Rag' is composed of everything that is thrown down toilets that shouldn't be, from sanitary items to nappies to wet wipes. We have screens in place to take the 'rag' out of the wastewater before it goes to be processed, but during periods of heavy rain when we get high volumes of wastewater into Mogden, some 'rag' does unfortunately escape into the system.</p> <p>'Rag' can cause an Amajet to fail in two ways, either it blocks up the pump at the back and the Amajet stops pur</p> |
| 30-Jun-11     | Clifden Road   | <p>10.30 pm and the stench in central Twickenham is palpable. We have been experiencing it since after lunch-time: I was playing tennis in Twickenham (Lebanon Park), and we could taste it in the air. It has got steadily worse this evening, and now in Clifden Road, further into Twickenham, the smell in our house is frankly unbearable. We had to close all the windows and doors in the afternoon because of it, which is unacceptable on hot summer days - or frankly on any day at all. And now this. Horrendous, toxic stench, which you cannot escape, and can taste in your mouth, never mind smell with your nose. Outside in the streets the stink is ridiculous.</p> <p>What the hell do Thames Water think they can get away with at Mogden? Having created Europe's biggest sewage works, closing down other works and shoving all the excrement through here, then claiming they can't cope and need to develop the site to do so. Meanwhile, they dump it into our river, conveniently illustrating their need to expand, at our environmental expense.</p> <p>They are callous, greedy, arrogant, thoughtless, money-ma</p> | <p>On Thursday 30 June, the wind was predominately westerly, with an average speed of 4 mph. The odour monitors around the south of the site include the south boundary monitor and sludge gas monitors 8 - 11. The readings on the south odour monitor were low that day (0 - 0.005ppm). The sludge gas monitors were also low until after 9 pm that night, when we had a problem with one of our combined heat and power engines that lead to some biogas escaping our digesters. The issue was rectified within a couple of hours.</p> <p>In answer to the complaint's other comments, Mogden was built by Middlesex County Council in the early 1930s to replace 28 small sewage works in the area, which were unable to cope with London's rising population. When Mogden first opened in 1936 it was located in open land, but today, 75 years later, London has caught it up and the area is densely populated. Mogden is the second largest sewage treatment works in the UK, serving 1.9 million people, compared to an estimated 1.045 million back in 1936. This means during and after periods of rain, the high volumes of wast</p> <p>To solve this problem, we are currently building a £140 m</p>   |

Mogden Sewage Treatment Works: Customer Queries 2011

| Date of email | Road              | Complaint   | Response   |
|---------------|-------------------|---|--|
| 01-Jul-11     | Elizabeth Gardens | Notification of primary tank drain down - a precautionary notice<br>Is this why it was smelling so bad in around Elizabeth Gardens on 28th & 29th June?   | The odour monitors closest to Elizabeth Gardens are the north and east boundary monitors.<br><br>The north monitor recorded readings did not record readings above 0.015ppm for twenty minutes or more, the trigger level agreed with the London Borough of Hounslow over these two days, but unfortunately the east monitor was flat-lining and is scheduled for repair this week. The wind direction varied and the speed averaged between 4-6 mph.<br><br>The odour you noticed, however, may have been due to the use of our uncovered storm tanks during this period, for which we apologise.   |
| 29-Jun-11     | Elmer Gardens     | when we drove back from an event on Sunday evening (around 6pm), the stink was absolutely appalling. My wife commented that over the last few weeks the smell has been very bad too.  | The odour monitors closest to Elmer Gardens are the north and west. On the evening of Sunday 26 June, the north monitor recorded readings well below the 0.015ppm trigger level agreed with the London Borough of Hounslow, but unfortunately the west monitor was flat-lining. The wind direction was predominantly southerly, however, with an average speed of 4 mph, therefore, odour from the open air west side primary settlement tanks may have been noticed on this occasion. These tanks are due to be covered under the extension project.<br><br>We acknowledge that sewage treatment can be odorous at times and we would like to apologise for any odour that residents may notice.                  |
| 29-Jun-11     | Queens Terrace    | It's getting boring having to email so often, but I've arrived home early from work, and at 3.25pm (29/06/11) Mogden is stinking.   | The odour monitors closest to Queens Terrace are the north and east. On the afternoon of Wednesday 29 June, the north monitor recorded readings well below the 0.015ppm trigger level agreed with the London Borough of Hounslow, but unfortunately the east monitor was flat-lining. The wind direction was predominantly north-westerly, however, with an average speed of 6 mph, so the odour noticed may have been due to the use of our uncovered storm tanks.<br><br>We acknowledge that sewage treatment can be odorous at times and we would like to apologise for any odour that residents may notice.  |
| 03-Jul-11     | Weavers Close     | Stench on afternoon 2nd July & eve of 3rd July 2011<br>Please could someone let me know why there was a terrible stench on the above mentioned times. It was so bad last night (3rd) that I had to close my windows.                        | On the evening of Saturday 2 through to the morning of Sunday 3 July the north odour monitor, which is closest to Weavers Close did record readings above 0.015ppm and above for 20 minutes or more, the trigger level agreed with the London Borough of Hounslow. The wind direction varied from south-easterly to south-westerly over this period, averaging 3 mph in speed; therefore, odour from our rectangular primary settlement tanks may have been noticed north of the site. These tanks are to be covered as part of the extension project early next year.<br><br>We acknowledge that sewage treatment can be odorous at times and we would like to apologise for any odour that residents may notice. |
| 29-Jun-11     | Arnold Crescent   | Last weekend was pretty stinky, as have several evenings lately from around last Tuesday/Wednesday onwards.<br><br>It just never ends does it!  | Over the period mentioned (Tuesday 21 through to Sunday 26 June) although there was activity recorded on the sludge gas monitors closest to Arnold Crescent, the wind direction was predominately south-westerly, averaging between 4 - 9 mph, i.e. blowing from Arnold Crescent towards Mogden.<br><br>We acknowledge that sewage treatment can be odorous at times and we would like to apologise for any odour that residents may notice.   |
| 01-Jul-11     | Hillary Drive     | Throughout the entire June the Mogden stench has been atrocious over here at Bankside Close/Hillary Drive, Isleworth. Phoning any of the hotlines to report the disturbance would mean being on the phone to them almost all day, everyday. | Bankside Close and Hillary Drive are located directly behind our storm tanks, and due to the rainfall experienced through June, we have been using our uncovered storm tanks, which may account for the odour noticed.<br><br>We acknowledge that sewage treatment can be odorous at times and we would like to apologise for any odour that residents may notice.   |

Mogden Sewage Treatment Works: Customer Queries 2011

| Date of email | Road             | Complaint   | Response  |
|---------------|------------------|---|---|
| 28-Jun-11     | Northcote Road   | Really bad stench this morning, bottom Northcote Road and all the way past Mogden towards Whitton.  | <p>The odour monitors closest to Northcote Road and along to Whitton are the east and south boundary monitors, as well as sludge gas monitors 8, 9, 10, 11 and 12. There was activity recorded on these monitors the morning of Robert's complaint, but when it was investigated, no odour was detected on site. The wind direction varied over the morning, with periods of no wind to gusts up to 9 mph. Therefore the odour noticed may have been biogas from our digesters.</p> <p>We acknowledge that sewage treatment can be odorous at times and we would like to apologise for any odour that residents may notice.</p>   |
| 29-Jun-11     | Arnold Crescent  | dear sir the smell has been horrible again for 2 weeks i cant see any improvement also we have noise all day with banging good knows how long this is going on for .  | <p>Due to the rainfall experienced through June, we have been using our uncovered storm tanks, which may account for the odour noticed over the two week period mentioned.</p> <p>With regard to the complaint about banging, the last driven pile in the first phase of piling for the construction work was 7 April. We will be starting again beginning of August through to October. We apologise, however, for any general construction noise that might be heard in Arnold Crescent. Noise is strictly monitored and controlled on site.</p>  |
| 28-Jun-11     | Heathfield South | It has been smelly in Heathfield South today!   | <p>The odour monitors closest to Heathfield South are the south boundary monitor, as well as sludge gas monitors 8, 9 and 10. There was activity recorded on sludge gas monitor 10 during Tuesday 28 June, but when it was investigated, no odour was detected on site. The wind direction varied over the day, with periods of no wind to gusts up to 13 mph. Therefore the odour noticed may have been biogas from our digesters.</p> <p>We acknowledge that sewage treatment can be odorous at times and we would like to apologise for any odour that residents may notice.</p>   |
| 28-Jun-11     | Worple Avenue    | <p>I would like to report that yet again the stench from Mogden is out of control</p> <p>Our house in Worple Avenue in reeked of raw sewage this morning because we had left some windows open on one of the hottest nights of the year and again this evening when I came from Twickenham to Isleworth the whole area stunk</p> <p>Shoppers outside the new ASDA were actually holding their noses this evening and yet we are led to believe by those at Thames Water that all is well</p> <p>Simply unbelievable in 2011</p> | <p>The odour monitors closest to Worple Avenue are the south and east boundary monitors. The south monitor recorded readings well below the 0.015ppm trigger level agreed with the London Borough of Hounslow through the night and day of Tuesday 28 June, but unfortunately the east monitor was flat-lining at the time. The wind direction varied during this period with an average speed of 4 mph.</p> <p>The odour noticed during the night/morning may have been due to sludge left in one of our uncovered storm tanks after the wastewater was returned for treatment, for which we would like to apologise. The tank was cleaned manually in the early morning of 28 June. The odour detected in the evening may have been from our digesters.</p> |
| 30-Jun-11     | Crane Avenue     | The Mogden stench as been bad last night and now (2pm) in crane ave Isleworth   | <p>The odour monitors closest to Crane Avenue are the east and south. The south monitor recorded readings well below the 0.015ppm trigger level agreed with the London Borough of Hounslow through the night of Wednesday 29 and the morning/day of Thursday 30 June, but unfortunately the east monitor was flat-lining at the time. The wind direction was predominantly north-westerly Wednesday night with an average speed of 6 mph, whereas on Thursday, the wind was predominately westerly with an average speed of 5 mph.</p> <p>During the time of the complaint, we were filling and returning our uncovered storm tanks and this may have been the source of the odour noticed, for which we would like to apologise.</p>                         |

Mogden Sewage Treatment Works: Customer Queries 2011

| Date of email | Road             | Complaint   | Response  |
|---------------|------------------|---|---|
| 01-Jul-11     | Heathfield South | <p>it is just terrible here in Heathfield South, I have all the windows shut, Friday evening, and joss sticks burning in every room, and last night I could not sleep, I had to get up and close all the windows, what is happening, it must be terrible near the Sewage works themselves, those poor people, I was near Tesco today and felt so ill I didn't shop, just by the rugby ground. We have to do something, is there a meeting soon because I think we now have to move against Thames Water. This is summer and we cannot even open our windows.</p> <p>I am deliberately going away this weekend as it makes me feel ill</p> <p>I have a councillor living in my street, philip somebody and Ben khosi (Lib Dems) even closer to the works, and of course Vince Cable up by the A316 so he must be getting a right noseful, do they know about this. I was going to move house but am staying here now and would like to do something about this terrible blight on our lives</p> <p>Thanks for all you do</p> | <p>The odour monitors closest to Heathfield South are the south boundary monitor, as well as sludge gas monitors 8, 9 and 10. There was activity recorded on the sludge gas monitors during Friday 1 July, but no odour was detected on the site investigations. The wind direction varied with an average speed of 4 mph, therefore the odour noticed may have been biogas from our digesters.</p> <p>We acknowledge that sewage treatment can be odorous at times and we would like to apologise for any odour that residents may notice.</p>   |
| 29-Jun-11     | Eve Road         | <p>Please register my complaint about the disgusting stench that has plagued us on several days over the last few weeks. Saturday 25th June was particularly bad as was overnight on Monday 27th.</p> <p>We live in Eve Road, so quite some distance from the plant.</p>  | <p>The odour monitors closest to Eve Road is the east boundary monitor, which was, unfortunately, flat-lining on Sunday 25 and Monday 27 June. The north and south odour monitors, however, recorded readings below the 0.015ppm trigger level agreed with the London Borough of Hounslow over those two days.</p> <p>The wind was predominately south-westerly on Sunday 25 June with an average speed of 8 mph. There was a problem with our combined heat and power engines during the afternoon, which lead to some biogas loss from the digesters and may have been the source of the odour noticed. The maintenance team were called out to fix the issue.</p> <p>The odour noticed during the night of Monday 27 June may have been due to sludge left in one of our uncovered storm tanks after the wastewater was returned for treatment, for which we would like to apologise. The tank was cleaned manually in the early morning of 28 June. The wind varied in direction over this period with an average speed of 4 mph.</p> |
| 27-Jun-11     | Steele Road      | <p>I have just reported the fact that the stench has been unbearable this evening. Typically, between me leaving a message and them coming back to me, the smell has gone after several hours of constant reek. After a relatively clear spell last year, things seem to have deteriorated again in the last 6 months.</p>  | <p>The odour monitors closest to Steele Road is the east boundary monitor, which was, unfortunately, flat-lining on Monday 27 June. The north and south odour monitors, however, recorded readings below the 0.015ppm trigger level agreed with the London Borough of Hounslow over this period. The wind varied in direction over this period with an average speed of 4 mph.</p> <p>The odour noticed may have been due to sludge left in one of our uncovered storm tanks after the wastewater was returned for treatment, for which we would like to apologise. The tank was cleaned manually in the early morning of 28 June.</p>  |
| 29-Jun-11     | Whitton Dene     | <p>I would just like to say that the smell has been unbelievably bad over the last couple of weeks. The stench between Tesco's and my house in Whitton Dene is so bad it actually makes you feel sick! We are also suffering the usual infestation of mosquitos and black fly. Sleep deprivation is seriously affecting families in this area. Windows have to be closed to keep the mosquitos out...which makes for uncomfortable temperatures when trying to sleep...coupled with having to apply camomile lotion on the kids in the middle of the night because they are scratching themselves silly from the mosquito bites they get in the garden. Long suffering resident.</p>  | <p>Due to the rainfall experienced through June, we have been using our uncovered storm tanks, which may account for the odour noticed and for which we apologise.</p> <p>We operate a strict year-round mosquito survey and control programme in conjunction with the London Boroughs of Hounslow and Richmond Upon Thames at Mogden. Surveys are currently being carried out by our professional entomological consultants on a weekly basis at this time of year and any mosquito activity seen, regardless of lifecycle stage, is treated by our pest control company less than 2 days after the surveys are carried out. We also treat for flies in our covered primary settlement tanks.</p>  |

Mogden Sewage Treatment Works: Customer Queries 2011

| Date of email | Road             | Complaint  | Response   |
|---------------|------------------|--|--|
| 28-Jun-11     | Varsity Drive    | <p>Good morning</p> <p>As I write, I had to shut close all the windows in my property as the malodour embracing Varsity Drive is appalling.</p>  | <p>The odour monitors closest to Varsity Drive is the south boundary monitor, which recorded readings below the 0.015ppm trigger level agreed with the London Borough of Hounslow over this period. The wind varied in direction with an average speed of 4 mph.</p> <p>The odour noticed may have been due to sludge left in one of our uncovered storm tanks after the wastewater was returned for treatment, for which we would like to apologise. The tank was cleaned manually in the early morning of 28 June.</p>   |
| 29-Jun-11     | Varsity Drive    | <p>Hello</p> <p>Mogden continues to emit unspeakable malodours, I wonder which excuse they will find this time...</p>  | <p>The odour monitor closest to Varsity Drive is the south boundary monitor, which recorded readings below the 0.015ppm trigger level agreed with the London Borough of Hounslow over this period. The wind was predominately north-westerly with an average speed of 6 mph.</p> <p>The odour may have been due the use of our uncovered storm tanks, for which we apologise.</p>  |
| 28-Jun-11     | Wainwright Grove | <p>Over the past week the fumes have become increasingly more noxious than what has come to be a "resident pong".</p> <p>We have been roasting in our house due to the need to keep windows shut, as this is the only effective way of keeping mosquitoes at bay. However the smell still gets in.</p> <p>Just what is going on?</p> <p>We not only have lots of mosquitoes but also black fly.</p> <p>I thought black fly only bred in flowing water - does this mean the section of river that runs through Mogden works is infested?</p> <p>Perhaps Thames Water should be supplying residents with free repellent and pay for any antibiotics/creams necessary to fight infections from the bites, as they clearly seem incapable of resolving the problem.</p> <p>Thames Water should be ashamed to still be charging residents the full rates whilst this unacceptable situation is ongoing.</p> | <p>Due to the rainfall experienced through June, we have been using our uncovered storm tanks, which may account for the odour noticed and for which we apologise.</p> <p>We operate a strict year-round mosquito survey and control programme in conjunction with the London Boroughs of Hounslow and Richmond Upon Thames at Mogden. Surveys are currently being carried out by our professional entomological consultants on a weekly basis at this time of year and any mosquito activity seen, regardless of lifecycle stage, is treated by our pest control company less than 2 days after the surveys are carried out. We also treat for flies in our covered primary settlement tanks.</p>   |
| 27-Jun-11     | Queens Terrace   | <p>Just to tell you Mogden has been stinking all evening (Monday 27th June).</p>   | <p>The odour monitors closest to Queens Terrace are the north and east. On the evening/night of Monday 27 June, unfortunately the east monitor was flat-lining. The north monitor recorded a peak above the 0.015ppm trigger level for 20 minutes or more, agreed with the London Borough of Hounslow, at 9.30pm. The wind varied in direction over this period with an average speed of 4 mph.</p> <p>The odour noticed may have been due to the use of our uncovered storm tanks, one of which had sludge left in it after the wastewater was returned for treatment, for which we would like to apologise. The tank was cleaned manually in the early morning of 28 June.</p>   |
| 30-Jun-11     | Arnold Crescent  | <p>The stench from Mogden during the past week has been unbearable. I have even seen people walking around with covers over their mouths and noses !!!</p> <p>But is anything being done about it - NO! Thames Water staff at Mogden are a badly managed joke.</p> <p>Coming out of Tesco the other morning I felt physically sick with the smell. I am amazed that Tesco are not getting involved in the problem as I am sure their customers are declining.</p> <p>I have a lovely house and beautiful garden but cannot sit out or open windows when the stench is at its highest - is this fair??</p>  | <p>Over the week mentioned there was activity recorded on the sludge gas monitors closest to Arnold Crescent, the wind direction was predominately south-westerly, averaging between 4 - 9 mph, i.e. blowing from Arnold Crescent towards Mogden. However from the description given by Mrs Davison of the odour she was detecting, it sounds like she may have noticed biogas from our digesters.</p> <p>If a digester is 'gassing' via its sludge seal, we draw more biogas off to our combined heat and power (CHP) engines to turn the methane into electricity and reduce the amount of biogas in the digester. We also add a chemical called 'antifoam' to thicken the sludge seal and stop any more gas escaping. A longer term action is the modification of the digesters as part of the extension project, which will help to prevent 'gassing'.</p> <p>We acknowledge that sewage treatment can be odorous at times and we would like to apologise for any odour that residents may notice.</p> |

Mogden Sewage Treatment Works: Customer Queries 2011

| Date of email | Road              | Complaint   | Response   |
|---------------|-------------------|---|--|
| 04-Jul-11     | Elmer Gardens     | really bad again over the weekend. out in the garden on saturday and the smell was once again awful - a real "rotten cabbage" odour for a lot of the day.   | <p>The odour monitors closest to Elmer Gardens are the north and west boundary monitors. Unfortunately the west monitor was flat-lining over the weekend of Saturday 2 and Sunday 3 July. The north odour monitor did record readings above 0.015ppm and above for 20 minutes or more, the trigger level agreed with the London Borough of Hounslow, just after midnight of 3 July and the early hours of the morning. The wind direction varied from south-easterly to south-westerly over this period, averaging 3 mph in speed; therefore, odour from our rectangular primary settlement tanks may have been noticed north of the site. These tanks are to be covered as part of the extension project early next year.</p> <p>We acknowledge that sewage treatment can be odorous at times and we would like to apologise for any odour that residents may notice.</p> |
| 09-Jul-11     | Elizabeth Gardens | <p>What a joy to wake up to Mogden smelling - NOT. At around 7.45 am I opened up my window to get a horrible aroma of Mogden.</p> <p>Why is mogden smelling so bad?</p>   | This email was responded to below.   |
| 10-Jul-11     | Elizabeth Gardens | <p>The smell on Saturday 9th July continued for over 4 hours. in addition it covered a wide area. We went from our house to Moores Bike shop at around 11.30 am on St'John's Road and the smells were horrible around that area as well.</p> <p>WHAT is going on? It seems you are unable to manage the site effectively recently. The smell levels seem to be going back to the levels experienced in 2005/2006.</p> <p>I would like a full explanation as to why the site is releasing such horrible, long lasting smells at the moment</p> | <p>Thank you for your emails regarding odour noticed on Saturday 9 July, they have been logged and investigated.</p> <p>The odour monitors closest to Elizabeth Gardens are the north and east boundary monitors. Both of these monitors recorded levels below 0.015ppm for twenty minutes or more, the trigger level agreed with the London Borough of Hounslow. The wind direction was south-westerly with an average speed of 6 mph.</p> <p>We believe the odour you noticed may have been due the use of our uncovered storm tanks, for which we would like to apologise. We were returning the wastewater in these tanks to the head of the works for treatment from 4am to 2.30pm on Saturday 9 July.</p>  |
| 11-Jul-11     | Wainwright Grove  | <p>From mid afternoon the stench has been getting progressively stronger and now at 7.30pm its sickening.</p> <p>Once again I am having to close all windows and doors in this heat as we do not want the smell of raw sewage with our evening meal.</p> <p>It's so strong that there must be a problem at Mogden. Has any been notified?</p>   | <p>The odour monitor closest to Wainwright Grove is the west boundary monitor. This monitor is currently flat-lining and after discussions with the London Borough of Hounslow, we are going to replace it with our Central monitor until we receive back the monitors that are away for repair in America. The wind direction varied over the afternoon of the complaint and the average wind speed was 3 mph.</p> <p>The odour noticed may have been from our uncovered rectangular west side primary settlement tanks, for which we would like to apologise. As discussed previously, the work to cover these tanks will begin early next year.</p>   |
| 11-Jul-11     | Varsity Drive     | The malodour is back in Varsity Drive.  | <p>At the time of the complaint, all the boundary odour monitors, as well as the sludge gas monitors were recording very low readings. The wind direction varied during that afternoon and the average wind speed was 3 mph.</p> <p>The odour noticed may have been due the use of our uncovered storm tanks, for which we would like to apologise.</p>  |
| 09-Jul-11     | Queens Terrace    | A lovely start to the weekend - first action to cancel the bbq planned for tonight. Since rising at 8am (it's now 10am), there's been a constant pong in the air.   | <p>The odour monitors closest to Queens Terrace are the north and east boundary monitors. Both of these monitors recorded levels below 0.015ppm for twenty minutes or more, the trigger level agreed with the London Borough of Hounslow, on the morning of Saturday 9 July. The wind direction was south-westerly with an average speed of 6 mph.</p> <p>We believe the odour noticed may have been due the use of our uncovered storm tanks, for which we would like to apologise.</p>   |

Mogden Sewage Treatment Works: Customer Queries 2011

| Date of email | Road            | Complaint  | Response  |
|---------------|-----------------|--|---|
| 11-Jul-11     | Clifden Road    | <p>Well, I'm interested in the complacent, self-assured platitudes of Thames Water's Communications Advisor. Perhaps she should get a new job, with the met office, since she seems to like talking about wind speed and direction, rather than apologising for the conduct of the company she represents, and doing something about the problem.</p> <p>Do I infer from her email that she doesn't believe me when I say it stank in central Twickenham throughout the afternoon in question? (And believe me I am familiar with the honeyed topnotes of Mogden). If so, this is incredibly rude and unfathomably irresponsible.</p> <p>Give us her hotline, and the next time we are being stunk out in Twickenham centre, she can hop on her bike and bring her upturned nose to join us.</p> <p>I appreciate the history lesson, too, though I have been told that sewage works were closed and taken on by Mogden in more recent history than 1936.</p> <p>Could she answer where the extra .9 million population Mogden greedily chooses to serve have come from? Did the local people double themselves by binary fision? I</p> | <p>We would like to assure the complainant that we do believe she is noticing odour, as it was raised at our last residents meeting that there is a regular odour problem around Twickenham station. The attendee did not believe that the odour was from Mogden, however, and asked if we could investigate. We have asked our network team to do just that and will report the findings back at the next meeting.</p>   |
| 11-Jul-11     | Whitton Dene    | <p>There is an awful smell this evening at the above location. You don't hear from me as much as some others who are troubled on a larger scale than Whitton Dene. I must say that given we are suffering something must be identifiably wrong at the works and please can you indicate the source.</p> <p>I haven't had a notification of planned works likely to cause nuisance so I am guessing some sort of plant breakdown has occurred. I hope I won't get the standard reply that no apparent source has been identified or I will have to join the ranks of the completely skeptical and say that the inability to identify the cause is either incompetence or neglect. It cannot be right that the plant operation on a daily basis can suffer this degree of a problem and it can't be identified as to the cause. Can you also please identify and inform me of the number of complaints you have received today.</p>  | <p>In answer to your questions, we believe the odour you noticed may have been biogas from our digesters, for which we would like to apologise. We sent an odour notification, via the Mogden mailing list on Friday 1 July, regarding the digester cleaning that is taking place between 4 - 15 July, as part of the modifications we are making to our digesters. Lastly, we received three complaints for Monday 11 July, including yours.</p> <p>If you require any further detail on any of these answers, please do not hesitate to get in touch.</p>   |
| 16-Jul-11     | Worton Road     | <p>There has been a stench in the gardens of Worton Road over the last few days.</p>   | <p>From Wednesday 13 to Saturday 16 July, the north odour monitor, which is closest to Worton Road, did not exceed 0.015ppm for 20 minutes or more, the trigger level agreed with the London Borough of Hounslow. The wind varied from south-westerly to north-westerly over this period, with speeds averaging between 5 - 7 mph.</p> <p>Our uncovered storm tanks were in use over these days, but there were no odour problems on site and we did not have any operational issues.</p> <p>We acknowledge that sewage treatment can be odorous at times and we would like to apologise for any odour that residents may notice.</p>                                       |
| 11-Jul-11     | Arnold Crescent | <p>dear sir today again the smell from mogdon is awfull i dont think they are ever going to improve this matter the smell was this morning and again tonight it is a stench makes me feel sick .hope you give this complaint your most urgent attention thankyou</p>   | <p>Sludge gas monitor 10 did exceed 0.015ppm for 20 minutes on the morning of Monday 11 July. No odour problems were detected on the site investigation, but the monitor may have detected digester biogas.</p> <p>We are currently modifying the digesters, as part of the extension project, to improve gas take-off to our combined heat and power (CHP) engines by increasing the size of the pipework. We are also replacing the gas compressor house with a new one, this will come online by the end of August 2011.</p> <p>We acknowledge that sewage treatment can be odorous at times and we would like to apologise for any odour that residents may notice.</p> |

Mogden Sewage Treatment Works: Customer Queries 2011

| Date of email | Road              | Complaint  | Response  |
|---------------|-------------------|--|---|
| 12-Jul-11     | Kneller Gardens   | Bad smell in Kneller Gardens yet again when we want to enjoy our gardens.  | <p>Sludge gas monitor 10 did exceed 0.015ppm for 20 minutes around the time of the complaint on Tuesday 12 July. No odour problems were detected on the site investigation, but the monitor may have detected digester biogas, as the wind was predominantly north-easterly that day with an average speed of 6 mph.</p> <p>We are currently modifying the digesters, as part of the extension project, to improve gas take-off to our combined heat and power (CHP) engines by increasing the size of the pipework. We are also replacing the gas compressor house with a new one, this will come online by the end of August 2011.</p> <p>We acknowledge that sewage treatment can be odorous at times and we would like to apologise for any odour that residents may notice.</p>  |
| 13-Jul-11     | Kneller Gardens   | Bad smell again today in Kneller Gardens   | <p>There were some peaks seen on two of the sludge gas monitors during Wednesday 13 July, however, the wind was predominantly south-westerly that day with an average speed of 6 mph. No odour problems were detected on the site investigations, but Mrs Ferrari may have noticed digester biogas.</p> <p>We are currently modifying the digesters, as part of the extension project, to improve gas take-off to our combined heat and power (CHP) engines by increasing the size of the pipework. We are also replacing the gas compressor house with a new one, this will come online by the end of August 2011.</p> <p>We acknowledge that sewage treatment can be odorous at times and we would like to apologise for any odour that residents may notice.</p>   |
| 14-Jul-11     | Saville Road      | Once again, here in Saville Rd, South Twickenham, very bad air quality at 9.15pm. Thursday 14th July.  | <p>On the evening of Thursday 14 July, the boundary odour monitors and the sludge gas monitors did not exceed 0.015ppm for 20 minutes or more, the trigger level agreed with the London Borough of Hounslow. The wind direction was predominately north-westerly with an average speed of 5 mph.</p> <p>The odour noticed may relate to the problem reported around Twickenham station that our network team is currently investigating.</p>  |
| 15-Jul-11     | Varsity Drive     | <p>Good morning</p> <p>Last night I had to abort my dog's last walk about at 21.30, due to the particularly pungent, nasty malodour.</p>   | <p>On the evening of Thursday 14 July, the boundary odour monitors and the sludge gas monitors did not exceed 0.015ppm for 20 minutes or more, the trigger level agreed with the London Borough of Hounslow. The wind direction was predominately north-westerly with an average speed of 5 mph. The odour noticed, however, may have been digester biogas.</p> <p>We are currently modifying the digesters, as part of the extension project, to improve gas take-off to our combined heat and power (CHP) engines by increasing the size of the pipework. We are also replacing the gas compressor house with a new one, this will come online by the end of August 2011.</p> <p>We acknowledge that sewage treatment can be odorous at times and we would like to apologise for any odour that residents may notice.</p> |
| 19-Jul-11     | Elizabeth Gardens | <p>On Sunday 17th July Mogden was releasing smells on and off all day. The two worst times were around 11.00 am and 5.30 pm.</p> <p>Why is mogden smelling sooooo bad at the moment?</p> | <p>The north and east boundary odour monitors closest to Elizabeth Gardens recorded levels below 0.015ppm for twenty minutes or more, the trigger level agreed with the London Borough of Hounslow. The wind, however, was blowing south-westerly in your direction, with an average speed of 7 mph.</p> <p>We believe the odour you noticed may have been due the use of our uncovered storm tanks, for which we would like to apologise. All of our tanks were in use on the day of your complaint.</p>   |

Mogden Sewage Treatment Works: Customer Queries 2011

| Date of email | Road            | Complaint   | Response   |
|---------------|-----------------|---|--|
| 19-Jul-11     | Church Street   | Please advise what is causing the very notable increase in odour tonight (Tuesday 19 July), making it almost unbearable to even open the windows onto the river in Old Isleworth?   | <p>We have had significant rainfall over the last few weeks, which means Mogden receives high volumes of wastewater because the sewers in London are combined, not only taking wastewater from homes and businesses but also rain and anything else that flows into road drains etc. Such high volumes of wastewater can't all be treated at once so the excess is stored in our eight storm tanks until the flow reduces. The wastewater is then returned to the head of the works for processing.</p> <p>It takes Mogden a while to recover from long periods of heavy rain, as our catchment area is very large and some of the wastewater travels 20 miles before it reaches us. This means that if the storm tanks reach capacity, we have no option but to discharged heavily diluted wastewater into the River Thames to prevent wastewater backing up in the sewer system into streets or homes. Our discharge point is near you at Isleworth Ait and we discharged on Saturday 16, Sunday 17, Monday 18 and Tuesday 19 July. Therefore, it may have been these storm discharges that caused the</p>   |
| 21-Jul-11     | Whitton         | I find it very ironic that on the day your 'Mogden update' leaflet the stink of poo in the air literally takes the breath away.   | <p>We are sorry that our recent Mogden Update arrived during less than favourable conditions. We believe that the odour you noticed may have been biogas from our digesters, for which we would like to apologise. To explain further:</p> <p>We separate out sludge from the wastewater and then send it to our digesters to be heated, which helps organic solids to break down into more stable substances. Digestion also reduces the total volume of the sludge and destroys pathogens before we send it over to Iver South Dewatering Centre to be dried, ready for use on farmland as fertiliser. The digestion process, however, also releases 'biogas' which is made up of methane and other gases that we capture to burn in our combined heat and power (CHP) engines. This allows us to produce a renewable source of electricity and heat.</p> <p>Sometimes this biogas escapes via the sludge seal around the digester dome, and the gas is quite pungent. We don't want to lose any of the gas because it is a valuable source of power, therefore, we are currently <u>modifying the digesters, as part of the extension project,</u></p>  |
| 26-Jul-11     | Kendrey Gardens | I did talk to you some weeks ago,you did say that the smell and work would be finished by the 15 July,I am sorry but you did mean this year,the smell has been so bad I am embarrassed to have any body to come to the house so why has it all gone wrong this time   | <p>Please don't worry about it, as I understand that you are tired of the situation, and so I thought it might be helpful to tell you about the three main potential sources of odour at Mogden sewage treatment works at the moment and what we are doing to alleviate them.</p> <p>The first is our uncovered storm tanks, which we have been using a lot lately due to the rain we have been having lately. As you are probably aware from our newsletter and other mailings, we are currently building a £140 million extension to Mogden, which will significantly reduce the amount of wastewater we need to store in our uncovered storm tanks during and after periods of heavy rain. The project will be complete by early 2013. Obviously this is still a way off yet, and so, we clean the tanks manually as soon as possible after use, if not all the sludge has been removed by the automatic cleaning system.</p> <p>The second is our open air west side rectangular primary settlement tanks or PSTs. We will start to cover these tanks and install odour control units in February next year, as part of the extension project.</p> <p>The third is our digesters, located in the south-west corner</p> |
| 27-Jul-11     | Clifden Road    | <p>Just so we all know, the stink of Mogden is currently horrendous in central Twickenham. This is 3pm, and our home is stunk out. The smell has been wafting in since around 1.30 or 2, and is now at puke-making threshold.</p> <p>Feel free to come over and join us.</p> <p>Also feel free to make Thames Water accountable for their inappropriate management skills, and to stop ruining this whole town, not on your doorstep, and not wishing to be. Whatever you are all doing over there, you are not doing it in a civilised, site-sensitive, or to appropriate scale, manner. Thames Water need to stop putting profits first and put people first instead.</p> | <p>All the odour monitors around our boundary and the ones located around the digesters were reading below the trigger level of 0.015ppm between 1.30 pm and 3 pm. No odour was detected on our routine site inspections during that day and there were no operational issues.</p>   |

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| Date of email | Road              | Complaint  | Response   |
|---------------|-------------------|--|--|
| 27-Jul-11     | Queensbridge Park | To whom it may concern, Please could you explain why the odour in the area has been persistence for the last 3 weeks and when this will be rectified?  | <p>We are sorry to hear that you have been noticing odour lately. We believe that it may be biogas from our digesters, for which we would like to apologise. To explain further, we separate out sludge from the wastewater and then send it to our digesters to be heated, which helps organic solids to break down into more stable substances. Digestion also reduces the total volume of the sludge and destroys pathogens before we send it over to Iver South Dewatering Centre to be dried, ready for use on farmland as fertiliser. The digestion process, however, also releases 'biogas' which is made up of methane and other gases that we capture to burn in our combined heat and power (CHP) engines. This allows us to produce a renewable source of electricity and heat.</p> <p>Sometimes this biogas escapes via the sludge seal around the digester dome, and the gas is quite pungent. We don't want to lose any of the gas because it is a valuable source of power, therefore, we are currently modifying the digesters, as part of the extension project, to improve the gas take-off to our CHP engines by increasing of the pipework. We are also replacing the gas compressors.</p> |
| 01-Aug-11     | Hall Road         | <p>The smell of sewage on Saturday afternoon in Hall Rd was just completely overpowering. It was still a problem at 22.00 when my wife and I were returning from a meal in Isleworth, it filled the H22 bus as we passed through Hall Rd. I can't imagine what's going on. There is as much progress being made as.....</p> <p>If we need any witnesses to help the local authority with their vigorous enforcement campaign perhaps the Jehovah convention could help there are thousands of them.<br/>Yours ,starting to feel a bit militant</p> | <p>We believe that the complainants may have noticed odour from our digesters, as the wind was predominantly south-easterly on the day of the complaint, although there was little activity on our odour monitors.</p> <p>The digesters sometimes release biogas via their sludge seals, if the sludge is not of the right consistency, which does have a very pungent odour but is usually very localised (i.e. only detectable within a few metres of the digester). Biogas has a very high methane content and so we are able to burn it in our combined heat and power (CHP) engines to produce green electricity and heat, and as such we do not want to lose any of it to the surrounding environment. Therefore, we are currently modifying the digesters, as part of the extension project. The first phase of this work is increasing the gas pipework and installing new gas compressors, which are due to come online at the end of this month, which should help ease this problem.</p>  |
| 17-Jul-11     | Hillary Drive     | <p>Yesterday, Saturday 16th July, around 5.30pm it had only been raining for a few minutes when the stench intensified and lasted for hours (it's been bad here most days recently). At 8.45pm the pungency was particularly potent alongside Isleworth Library in Twickenham Road.</p>  | <p>The east and north monitors nearest Bankside Close / Hillary Drive and Isleworth Library did not record any readings above 0.015ppm on Saturday 16 July, the trigger level agreed with the London Borough of Hounslow. No odour was detected on our routine site inspections and there were no operational issues. We were, however, using our uncovered storm tanks during the day of the complaint which, in conjunction with the prevailing south-westerly wind, may have lead to odour being noticed at these locations.</p>  |
| 24-Jul-11     | Varsity Drive     | <p>Good evening<br/>Yet another malodour attack on Varsity Drive.<br/>I wonder what Thames Water's excuse will be this time: another Bafta-winning entry for best fictions?</p>  | <p>Of the sludge gas odour monitors nearest Varsity Drive, number 10 recorded readings above 0.015ppm at the time of the complaint on Sunday 24 July, however, these did not last for 20 minutes or longer, the trigger level agreed with the London Borough of Hounslow. A site investigation was carried out, nonetheless, and some odour was noted around the digesters. The biogas was drawn down from the digesters but not all could be used in our combined heat and power (CHP) engines and so the excess was flared off to mitigate any odour issues.</p>   |
| 25-Jul-11     | Hillary Drive     | <p>The stench has been intense almost vomit-inducing at times (especially this morning between 12.30 and 3.00am) over the past weekend at Bankside Close/Hillary Drive, Isleworth.</p> <p>Daily, there is a strong stench outside Isleworth Library and the recreation centre in Twickenham Road. Worsens on Friday afternoon and evening for some reason.</p>   | <p>The east and north monitors nearest Bankside Close / Hillary Drive and Isleworth Library did record some readings above 0.015ppm over Sunday 24 and Monday 25 July, but none lasted for longer than 20 minutes, the trigger level agreed with the London Borough of Hounslow.</p> <p>There was one reading over the trigger level recorded on the night of Saturday 23 July on the east monitor, however. A site investigation was carried out, and some odour was noted around the uncovered storm tanks and manual cleaning was arranged. This may account for the odour noticed for which we would like to apologise, as the prevailing wind coming from a south-westerly / westerly direction over that weekend.</p> <p>There is nothing that happens operationally on site that would account for the odour noticed particularly on Friday afternoons / evenings though.</p>   |

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| Date of email | Road           | Complaint   | Response  |
|---------------|----------------|---|---|
| 25-Jul-11     | Hillary Drive  | For the record: Mogden stench has been atrocious all day here. Sheer excrement.   | As discussed in the previous email, the east monitor nearest Bankside Close / Hillary Drive did record some readings above 0.015ppm on the morning of Monday 25 July, but none lasted for longer than 20 minutes, then low readings were recorded for the rest of the day.<br><br>Some odour was noted around one of the uncovered storm tanks on a site inspection, which was then returned overnight so that it could be manually cleaned the next morning, and may account for the odour noticed.  |
| 06-Aug-11     | Queens Terrace | 9.30 On Saturday morning (6th August) and Mogden is stinking. It was smelly during the day yesterday also.  | The odour monitors closest to Queens Terrace are the north and east boundary monitors. Both of these monitors recorded levels below 0.015ppm for twenty minutes or more, the trigger level agreed with the London Borough of Hounslow, on Friday 5 and Saturday 6 August. The wind direction was south-westerly with an average speed of 4 mph.   |
| 09-Aug-11     | Clifden Road   | 10.25 pm and the stench on Clifden Road is appalling.<br><br>Could we have the reason, please, and a plan to stop this kind of problem reaching us this far in central Twickenham?<br><br>It is not a blocked drain. My husband has had to close all the windows, and the house stinks appallingly inside. My son has just gone round a friend's, and he said how much it stinks in the street outside.<br><br>Please do not think that we are alone in suffering this. It is merely that I take the trouble to write to someone about it. If you were to come to central Twickenham now, you would smell it for yourself.<br><br>We don't care about the wind direction. We care about the fact that it is a sewage works that deals with too great a volume, can't manage, yet still plans to expand, and inflict continuing stink on people far and wide. Anyone moving to central Twickenham would not expect to feel that they have a massive stinking sewage works in | If it is odour from Mogden being noticed, we can only put it down to biogas from our digesters. To explain further, the digesters sometimes release biogas via their sludge seals, if the sludge is not of the right consistency, which does have a very pungent odour but is usually very localised (i.e. only detectable within a few metres of the digester).<br><br>Biogas has a very high methane content and so we are able to burn it in our combined heat and power (CHP) engines to produce green electricity and heat, and as such we do not want to lose any of it to the surrounding environment. Therefore, we are currently modifying the digesters, as part of the extension project.<br><br>The first phase of this work is increasing the gas pipework and installing new gas compressors, which are due to come online at the end of this month, which should help ease this problem. |
| 11-Aug-11     | Queens Terrace | Just back from work at 17.10, and there's a smell of stale sh*t in the air. Thanks again Mogden.  | The odour monitors closest to Queens Terrace are the north and east boundary monitors. Both of these monitors recorded levels well below 0.015ppm on Thursday 11 August. The wind was predominately south-westerly that day with an average speed of 7 mph.<br><br>We believe the odour noticed may have been due the cleaning and flushing of our uncovered storm tanks, for which we would like to apologise.   |
| 14-Aug-11     | Eve Road       | To whom it may concern:<br>I'm logging yet another complaint about the stench from Mogden which has been awful most of today, Sunday 14th August.<br>We live on Eve Road.   | The odour monitor closest to Eve Road is the east boundary monitor, which recorded levels well below 0.015ppm on Sunday 14 August. The wind was predominately south-westerly, with an average strength of 6 mph. No odour problems were identified on site during the routine inspections, and there were no operational issues.<br><br>We acknowledge that the treatment of sewage can be odorous at times and would like to apologise for any odour that residents may notice.  |
| 17-Aug-11     | Saville Road   | Hello, the air quality here in Saville Rd, South Twickenham is once again dreadful.   | On the afternoon of the complaint, the odour monitors located on our southern boundary did not record readings of 0.015ppm for 20 minutes or more, the trigger level agreed with the London Borough of Hounslow. Also the wind direction was predominately south-easterly, with an average speed of 3 mph, and so was not blowing from Mogden towards Twickenham.   |

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| Date of email | Road           | Complaint  | Response  |
|---------------|----------------|--|---|
| 14-Aug-11     | Weavers Close? | Yet another weekend ruined by Thames Water's Mogden management who prove yet again just how incompetent they are when it comes to odour control and odour management. Absolutely vile!   | The odour monitor closest to Weavers Close is the north boundary monitor, which did not record levels above 0.015ppm for 20 minutes or longer, the trigger level agreed with the London Borough of Hounslow, on Saturday 13 and Sunday 14 August. The wind was predominantly south-westerly over that weekend with an average speed of 6 mph. No odour problems were identified during our site inspections.<br><br>The odour noticed, however, may have been due the use of our uncovered storm tanks, for which we would like to apologise.   |
| 23-Aug-11     | Worple Avenue  | Yet again at approximately 10.15pm the whole of Twickenham Rd from the War Memorial down to Chertsey Rd stank like what you would expect from the sewers in Calcutta on a bad day<br><br>How do the staff at Thames Water who trot out the same old excuses day after day live with themselves knowing they are covering up for their environmental criminal bosses and it is no wonder there is such a high turnover in personnel as I guess eventually their conscience gets the better of them and they move on<br><br>Unfortunately the same can not be said of Michael Jordan and Cathy Gallagher from Hounslow Council who despite raking in thousands upon thousands each year simply refuse to recognise there is a problem and have completely failed the residents they are so highly paid to serve<br><br>An absolute scandal | The odour monitors closest to Twickenham Road down to Chertsey Road are the east and south boundary monitors. At the time of the complaint, both of these monitors recorded levels below 0.015ppm. The wind direction was westerly with a speed of 2 mph. No odour problems were detected on our routine site inspections and there were no operational issues.<br><br>The odour noticed, however, may have been due the filling of our uncovered storm tanks, for which we would like to apologise.  |
| 16-Aug-11     | Sussex Avenue  | today the 16 August 2011 the smell from the Mogden sewage plant is unbearable. it has been very strong and unpleasant over the past few months but to day it was exceptionally bad.  | I write further to my email of 30 August to advise that our Mogden team have confirmed the odour you experienced on this occasion was due to an extension project they were carrying out, whereby they were demolishing a pre-aeration tank. This work has since been completed.<br><br>Due to the ongoing works at our Mogden site, we offer a service where anyone on our mailing lists will be sent an email to confirm of works to proceed or to update you on any odour issues. Should you wish to be added to this list, please let me know so I can arrange this for you.  |
| 05-Sep-11     | Worple Avenue  | On the H20 bus last night travelling down Worpton Rd at approximately 7.30pm the stench from Mogden was yet again absolutely disgusting  | The north odour monitor, which is nearest Worpton Road, unfortunately stopped working on the morning of Sunday 4 September. It was fixed by Tuesday 6 September.<br><br>The east monitor did record readings above 0.015ppm for ten minutes, however, just before 6pm on Sunday 4 September. This was investigated even though it wasn't over the odour management plan trigger level of 20 minutes. No strong odours were detected on site, but it was noted that three of our uncovered storm tanks were in use at the time. Therefore this, in combination with the wind being from a predominantly south-westerly direction with an average speed of 5mph, may have been the source of the odour noticed, for which we would like to apologise. |
| 08-Sep-11     | Queens Terrace | I haven't mailed over the past few days as the stink from Mogden is almost ubiquitous. That said, I've just stepped outside, and there it is again - the pong.   | The odour monitors closest to Queens Terrace are the north and east boundary monitors. Both of these monitors recorded levels well below 0.015ppm in the afternoon of Thursday 8 September. However, with the wind being predominately south-westerly that day with an average speed of 4 mph, we believe the odour noticed may have been due the use of our uncovered storm tanks, for which we would like to apologise.   |
| 02-Sep-11     | Queens Terrace | So predictable - Home early at 5pm (Friday 2nd Sept), glorious Summer's evening, Mogden rancid, cancel barbeque!   | The odour monitors closest to Queens Terrace are the north and east boundary monitors. The east monitor readings were low at 5pm on Friday 2 September, however, the north monitor did briefly go above 0.015ppm around that time but this did not last longer than 20 minutes, the trigger level agreed with the London Borough of Hounslow. The wind was predominately southerly at an average speed of 3mph. The routine site inspection that evening did not note any strong odours on site and there were no operational issues.   |

Mogden Sewage Treatment Works: Customer Queries 2011

| Date of email | Road           | Complaint   | Response  |
|---------------|----------------|---|---|
| 10-Sep-11     | Whitton Dene   | <p>There are two matters I would like to record.</p> <p>Firstly because of work commitments I ran 45 minutes late to attend Thames/Residents meeting. Being late I called in at the fish and chip shop on London Rd opposite the Total petrol station. I must admit to being somewhat amused at my mental picture of you all sat round the table at the works whilst the odour from the plant at the chip shop was really strong. I wondered what it was like where you were.</p> <p>Secondly I have just come in from work 01.15 a.m. 10/9/11 and my journey down the length of both Bridge Road and Hall Road filled the cab of my vehicle with foul air. I did not even have the windows open. My guests from Wales must wonder where in hell are they coming from relatively clean Cardiff air to spend the weekend possibly with this malodour.</p> <p>Something is very wrong the pendulum has swung mightily that I am now becoming a more regular complainer whereas in the past I have felt somewhat more fortunate than some who suffer so regularly.</p> <p>I have always felt Mr Aylard to be a very pragmatic and plain speaker. I would like to add my voice to the others who What pearls of wisdom have L.B.H. got to offer</p> | <p>We assume that the site of the first complaint is Mario's fish and chip shop opposite the Total garage on the Twickenham Road, rather than the London Road, at around 6.45pm on Wednesday 7 September. There were no readings recorded at 0.015ppm or above for 20 minutes or more, the odour management plan trigger level, on the east boundary monitor. The odour log notes that all the storm tanks were full at that time, however, and given that the wind was predominately south-westerly that day with an average speed of 9 mph, this may be the source of the odour noticed. With regard to the second complaint from Bridge Road and Hall Road in the early hours of Saturday 10 September, again there is no significant activity on the odour monitors and no strong odours were detected on the routine site inspection. The wind was predominately southerly with an average speed of 6 mph. We conclude, therefore, that the odour noticed may have been from the uncovered west side rectangular primary settlement tanks (PSTs).</p> <p>We would like to apologise for the odour noticed and any inconvenience caused. The use of the storm tanks v</p> |
| 12-Sep-11     | Elmer Gardens  | <p>bad "rotten cabbage" smell on friday evening driving down hall road on my way home from work around 6.30pm, then the same on sunday afternoon (around 3pm) and this morning (around 8am) driving down worton road.</p>   | <p>There were no exceedences of the trigger level of 0.015ppm for 20 minutes or longer on our odour monitors on Friday evening (9 September) at 6.30pm, Sunday afternoon (11 September) at 3pm or Monday morning (12 September) at 8am. The wind was predominantly south-westerly on these three days with the average speed ranging from 4 to 11 mph.</p> <p>The routine site inspections carried out did not note any strong odours on site and there were no operational issues. The odour noticed may have been our uncovered rectangular west side primary settlement tanks, for which we would like to apologise.</p>   |
| 17-Sep-11     | Queens Terrace | <p>Every day this week - sometimes for most of the day - Mogden has been smelling. Sometimes it's worse than others, but it appears that over the past few months the situation is getting worse.</p>   | <p>The odour monitors closest to Queens Terrace are the north and east boundary monitors. During the week of the complaint, these two monitors exceeded the trigger level, agreed with the London Borough of Hounslow, of 0.015ppm for 20 minutes or longer on the evening of Wednesday 14 September. No odour problems were noted on the site inspection, however, we began tanking excess sludge off-site that day due to the Iver South pipeline being out of action, which may have been the cause of these peak readings.</p> <p>The wind direction varied between south-easterly and south-westerly with the average speed ranging between 2 - 11 mph.</p> <p>We acknowledge that sewage treatment can be odorous at times and we would like to apologise for any odour noticed.</p>  |
| 18-Sep-11     | Crane Avenue   | <p>Just like to report the stench from mogdens today it has been bad all day.</p>   | <p>The odour monitors closest to Crane Avenue are the east and south boundary monitors, and sludge gas odour monitor 8. The east and south boundary monitors did not exceed the trigger level of 0.015ppm for 20 minutes or longer on Sunday 18 September. Odour monitor 8 did record readings over the trigger level though in the early hours of the morning. This monitor is often picks up our exhaust gas from the combined heat and power engines when the wind gusts down onto it and no strong odour was noted on the site inspection. The wind was predominantly south-westerly with an average speed of 3 mph.</p> <p>The storm tanks were being manually cleaned during the day, however, which may have lead to the odour noticed, for which we would like to apologise.</p>  |

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| Date of email | Road             | Complaint  | Response   |
|---------------|------------------|--|--|
| 26-Sep-11     | Worple Avenue    | <p>Yet again the stench is everywhere in Isleworth especially at the bottom of Mogden Lane and alongside the retail park with shoppers outside ASDA feeling sick</p> <p>I expect we will get the same old cut and paste response from Thames Water telling us there is too much sun or too much rain etc etc but dismissing the local residents as idiots who should never have moved to the area in the first place</p> <p>What response if any do we get from the Officers at Hounslow Council who are largely to blame for this and why are our local councillors so quiet on the matter?</p>   | <p>Odour monitor 6, one of our sludge gas monitors, recorded peak readings at the time of the complaint on Monday 26 September, but they did not last longer than 20 minutes, the trigger level agreed with the London Borough of Hounslow. The wind was predominantly south-westerly with an average speed of 4 mph.</p> <p>The activity on the sludge gas monitors continued that evening, and the site investigation noted odour around the tankering points being used to transport sludge off-site while the Iver South pipeline was out of action. This may have been the source of the odour noticed earlier that afternoon for which we would like to apologise.</p>   |
| 22-Sep-11     | Queens Terrace   | <p>A guest has just left my house with the comment "that is unbelievable". She was referring to the stench from Mogden.</p> <p>Time - 15.25<br/>Thursday 22nd September 2011</p>   | <p>The odour monitors closest to Queens Terrace are the north and east boundary monitors. Neither of these monitors exceeded the trigger level agreed with the London Borough of Hounslow of 0.015ppm for 20 minutes or longer. The wind was predominately south-westerly with an average speed of 6 mph.</p> <p>There was activity recorded on the sludge gas monitors, however, and we were tankering excess sludge off-site during the day due to the Iver South pipeline being out of action so this may have been the source of the odour noticed, for which we would like to apologise.</p>  |
| 27-Sep-11     | Wainwright Grove | <p>The ongoing stench from Mogden during the ongoing expansion is horrendous.</p> <p>Repeatedly, the foul stench of raw sewage has been so unbearable, we have gone to visit family elsewhere; as it infiltrated our homes even with the windows closed.</p> <p>This has been to the most unacceptable levels that I have ever experienced since 1998.</p>   | <p>A notification was issued on 14 September about a rupture on the sludge pipeline from Mogden Sewage Treatment Works (STW) to Iver South Sludge Dewatering Centre (SDC). As a consequence we needed to transport sludge off-site using road tankers and localised odour was noted on occasions during this period around the tankering points. This notification was still in place when the complaint was made on 27 September.</p> <p>We apologise for any odour noticed as a result of this emergency situation.</p>  |
| 27-Sep-11     | Varsity Drive    | <p>Last night the stench in Varsity Drive was very noticeable - but this should not be taken as a single episode because since works for the expansion began there has been a permanent malodour, always in the background. This is reminiscent of Torremolinos circa 1990 - but that was 20-odd years ago in underdeveloped Spain: I cannot understand how a company as large as Thames Water cannot find remedies to eliminate, not to alleviate, the constant problem.</p>  | <p>Activity was noted on sludge gas monitors 6 and 8 during the night of Tuesday 27 September. The wind was predominantly south-westerly with an average speed of 3 mph. The site investigation noted odour around the tankering points being used to transport sludge off-site while the Iver South pipeline was out of action. This may have been the source of the odour noticed, for which we would like to apologise.</p>   |
| 27-Sep-11     | Weavers Close    | <p>There has been extremely unpleasant odour over the weekend and last night was especially foul. I also got bitten on the back by a mosquito last night. I have been bitten about 10 times this summer - far worse than last summer. On one occasion (1st August) I was bitten on the eyelid - this is really unpleasant (it has happened 3 times since moving here in 2003) as the eyelid swells up. Another time (7th May) I was bitten twice on the leg and the swelling was so bad that it was painful to walk! I have photos of these 2 occasions.</p> <p>The odour this summer has undoubtedly been the worst so far - during the last few months there has been barely a day without odour at some point. On many, many nights I have been woken up at around 2am by a sickening stench. The early hours seem to be a particularly bad time for foul odour and also Friday evenings.</p> | <p>The north monitor, which is closest to Weavers Close, did not exceed the trigger level of 0.015ppm for 20 minutes or longer, over the period of the complaint. The only odour noted in the odour log for that time was around the tankering points being used to transport sludge off-site while the Iver South pipeline was out of action. This may have been the source of the odour noticed, for which we would like to apologise.</p> <p>We are sorry to hear of the complainant's experiences regarding mosquitoes. To control mosquitoes, we operate a strict year-round survey and treatment programme in conjunction with the London Boroughs of Hounslow and Richmond Upon Thames. The surveys are on a weekly basis between spring and autumn, when mosquitoes are most active, and fortnightly in the winter, by professional entomological consultants. All mosquito activity seen, regardless of lifecycle stage, is treated less than two days after the surveys are carried out.</p> |
| 27-Sep-11     | Worton Road      | <p>We have experienced stench in Worton Road, the same as always, when we get a bit of good weather.</p>   | <p>A notification was issued on 14 September about a rupture on the sludge pipeline from Mogden Sewage Treatment Works (STW) to Iver South Sludge Dewatering Centre (SDC). As a consequence we needed to transport sludge off-site using road tankers and localised odour was noted on occasions during this period around the tankering points. This notification was still in place when the complaint was made on 27 September.</p> <p>We apologise for any odour noticed as a result of this emergency situation.</p>  |

Mogden Sewage Treatment Works: Customer Queries 2011

| Date of email | Road             | Complaint   | Response   |
|---------------|------------------|---|--|
| 27-Sep-11     | Worton Road      | The smell is totally disgusting in Worton Road and surely must be against one's human rights. It was particularly bad last night.   | The north monitor, which is closest to Worton Road, did not exceed the trigger level of 0.015ppm for 20 minutes or longer, over the period of the complaint. The wind direction was south-westerly with an average speed of 3 - 4 mph. The only odour noted in the odour log for that time was around the tankering points being used to transport sludge off-site while the Iver South pipeline was out of action. This may have been the source of the odour noticed, for which we would like to apologise.  |
| 29-Sep-11     | Whitton Dene     | There has been a nauseating smell for the last 2 days. This is the first time in 10 years I have experienced this bad for this long. On the 29th September I am working from home and the smell is affecting my work. Why is the smell so bad, has clearly travelled further than normal and for so long - are you cutting costs? I would like to stop paying my water bill until you sort this issue out.  | <p>We are sorry to hear you have been noticing odour lately. There has been a rupture on the sludge pipeline from Mogden Sewage Treatment Works (STW) to Iver South Sludge Dewatering Centre (SDC), near the Colnbrook Bypass. This has reduced our ability to export sludge from Mogden via this pipeline and we are currently using road tankers to transport sludge off-site.</p> <p>The repair of the pipeline has started and is due to be finished by Monday 10 October 2011. We would like to apologise for any inconvenience caused by this extra traffic around Mogden and the odour you have noticed as a result.</p> <p>We have an email notification system that we use to notify residents when this sort of issue occurs at Mogden that might result in odour being detected off-site. If you would like me to add your email address to this list so that you also receive these notifications directly, just let me know.</p>  |
| 28-Sep-11     | Wainwright Grove | <p>Putrid, foul, rank, nauseating, vile are just few words to describe the stench emanating from the mogden site.</p> <p>Yet another night of sleeping with the windows shut in an attempt to keep the stench outside of our home.</p> <p>What on earth is going on.</p> <p>Two nights in a row!</p> <p>Its sickening.</p>  | Activity was noted on our sludge gas odour monitors on Tuesday 27 and Wednesday 28 September. The wind was predominantly south-westerly with an average speed of 3 mph on Tuesday, but did change to predominately easterly, however, the average speed remained the same. The site investigations for both days noted odour around the tankering points being used to transport sludge off-site while the Iver South pipeline was out of action. This may have been the source of the odour noticed, for which we would like to apologise.  |
| 28-Sep-11     | Wainwright Grove | <p>Horrendous stench during the night and this morning it is still around.</p> <p>Its sickening!</p> <p>The smell gets into our homes and lingers, forcing the use of smell neutralise sprays, scented candles or joss sticks.</p> <p>No point opening doors to let the air blow through as until the "aroma" from whatever is going on at the mogden site abates it would be pointless.</p>  | This email was responded to above.   |
| 29-Sep-11     | Heather Close    | Hello, I live in heather close, Isleworth and have been facing issues of foul smell from sewage plant all of this week (29/Sep). The ill effect this is having in the life of residents near by is not something Thames water can ever compensate. The smell went so bad and intolerable that we had to close all the windows of house despite the warm weather. This has caused me and my family suffocation and a lot of discomfort. There are a lot of mosquitoes and itchiness caused by the smell. I am really living an unhealthy life because of mogden sewage plant next to my house. May I plead you to do something about this as it's really frustrating and causing disruption to normal life. This has left me depressed and unhappy about moving into this area. So I hope you can imagine the effect this is having in my life. Even if there has been a mistaken discharge of sewage (like it has happened many times before), no communication or apology letters have been sent to residents who live near this plant. Children are affected by this and they hate going out. Looking forward to see some | <p>We are sorry to hear you have been noticing odour lately. There has been a rupture on the sludge pipeline from Mogden Sewage Treatment Works (STW) to Iver South Sludge Dewatering Centre (SDC), near the Colnbrook Bypass. This has reduced our ability to export sludge from Mogden via this pipeline and we are currently using road tankers to transport sludge off-site.</p> <p>The repair of the pipeline has started and is due to be finished by Monday 10 October 2011. We would like to apologise for any inconvenience caused by this extra traffic around Mogden and the odour you have noticed as a result.</p> <p>We have an email notification system that we use to notify residents when this sort of issue occurs at Mogden that might result in odour being detected off-site. If you would like me to add your email address to this list so that you also receive these notifications directly, just let me know.</p> <p>With regards to mosquitoes, we operate a strict year-round mosquito survey and control programme in conjunction with the London Boroughs of Hounslow and Richmond Upon Thames at Mogden. Surveys are curren</p> |

Mogden Sewage Treatment Works: Customer Queries 2011

| Date of email | Road             | Complaint  | Response  |
|---------------|------------------|--|---|
| 29-Sep-11     | Kneller Gardens  | The smell in Kneller Gardens has been really, really bad today, last night and yesterday. Even with the windows closed - hard in this heat the smell is coming in. We also seem to have a large amount of mosquitos both in and out of the house.  | <p>Activity was noted on our sludge gas odour monitors on Wednesday 28 and Thursday 29 September. The wind was predominantly easterly with an average speed of 3 mph on Wednesday, but did change to predominately south-easterly on Thursday, however, the average speed remained the same. The site investigations for both days noted odour around the tankering points being used to transport sludge off-site while the Iver South pipeline was out of action. This may have been the source of the odour noticed, for which we would like to apologise.</p> <p>To control mosquitoes at Mogden, we operate a strict year-round survey and treatment programme in conjunction with the London Boroughs of Hounslow and Richmond Upon Thames. The surveys are on a weekly basis between spring and autumn, when mosquitoes are most active, and fortnightly in the winter, by professional entomological consultants. All mosquito activity seen, regardless of lifecycle stage, is treated less than two days after the surveys are carried out.</p> |
| 28-Sep-11     | Weavers Close    | Please could someone let me know why there has been an excessive smell in Weavers Close and down Worton Road most of last week and yesterday morning.  | <p>With regard to odour being noticed during the week commencing 19 September, a notification was issued on 14 September about a rupture on the sludge pipeline from Mogden Sewage Treatment Works (STW) to Iver South Sludge Dewatering Centre (SDC). As a consequence we needed to transport sludge off-site using road tankers and odour was noted on occasions during this period around the tankering points.</p> <p>On the morning of Tuesday 27 September, the north odour monitor, which is closest to Weavers Close / Worton Road, recorded readings above 0.015ppm but they did not breach the trigger level agreed with the London Borough of Hounslow, as the readings did not last for 20 minutes or more. The wind was predominantly south-westerly with an average speed of 3 mph. The odour noticed may have been odour from the tankering points, as above, for which we would like to apologise.</p>  |
| 28-Sep-11     | Varsity Drive    | Good morning<br>Yesterday (27 September) the malodour in Varsity Drive was constant and became very noticeable between embraced 22.00 and 23.00 hours.<br>As we are expecting continuous warm weather will the stench be controlled by Thames Water?   | <p>Activity was noted on sludge gas monitors 6 and 8 during the night of Tuesday 27 September. The wind was predominantly south-westerly with an average speed of 3 mph. The site investigation noted odour around the tankering points being used to transport sludge off-site while the Iver South pipeline was out of action. This may have been the source of the odour noticed, for which we would like to apologise.</p>  |
| 29-Sep-11     | Elmer Gardens    | the stink last night was absolutely vile. VERY VERY strong smell of raw sewage all around the surrounding area and evident in our back garden into late evening. first noticed when driving home down hall road around 6.30pm.   | <p>Activity was noted on our sludge gas odour monitors during the night of Wednesday 28 September. The wind direction was predominately easterly with an average speed of 3 mph. The site investigation noted odour around the tankering points being used to transport sludge off-site while the Iver South pipeline was out of action. This may have been the source of the odour noticed, for which we would like to apologise.</p>  |
| 30-Sep-11     | Harvesters Close | <p>There has been odour in this area (Harvesters Close), noticeable more in the evenings and at night.</p> <p>The smell is that slightly sweet stench that you can't quite escape.</p> <p>This week has been very still with the occasional slight breeze varying between W, WSW, SSE. We are approximately WNW of the settlement tanks so normally suffer more when the wind blows S, SSE, SE, ESE &amp; E.</p> | <p>A notification was issued on 14 September about a rupture on the sludge pipeline from Mogden Sewage Treatment Works (STW) to Iver South Sludge Dewatering Centre (SDC). As a consequence we needed to transport sludge off-site using road tankers and odour was noted on occasions during this period around the tankering points. This notification was still in place when the complaint was made on Friday 30 September.</p> <p>We apologise for any odour noticed as a result of this emergency situation.</p>  |

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| Date of email | Road            | Complaint  | Response  |
|---------------|-----------------|--|---|
| 03-Oct-11     | Bourne Close    | Why is the odour from mogden getting worse by the day? the last few days have been horrendous especially late at night... i thought there was a plan in place to reduce odour, but it only seems to be getting worse.....?????   | <p>We are sorry to hear you have been noticing odour lately. There has been a rupture on the sludge pipeline from Mogden Sewage Treatment Works (STW) to Iver South Sludge Dewatering Centre (SDC), near the Colnbrook Bypass. This has reduced our ability to export sludge from Mogden via this pipeline and we are currently using road tankers to transport sludge off-site.</p> <p>The repair of the pipeline has started and is due to be finished by Monday 10 October 2011. We would like to apologise for any inconvenience caused by this extra traffic around Mogden and the odour you have noticed as a result.</p> <p>We have an email notification system that we use to notify residents when this sort of issue occurs at Mogden that might result in odour being detected off-site. If you would like me to add your email address to this list so that you also receive these notifications directly, just let me know.</p> |
| 30-Sep-11     | Whitton Dene    | Stench has been bad again. We are on Whitton Dene.   | <p>Thank you for forwarding this complaint, however, no dates are given for when odour was noticed specifically.</p> <p>A notification was issued on 14 September about a rupture on the sludge pipeline from Mogden Sewage Treatment Works (STW) to Iver South Sludge Dewatering Centre (SDC). As a consequence we needed to transport sludge off-site using road tankers and odour was noted on occasions during this period around the tankering points. This notification was still in place when the complaint was made on Friday 30 September.</p> <p>We apologise for any odour noticed as a result of this emergency situation.</p>   |
| 01-Oct-11     | Kneller Gardens | Yet another night of disgusting smell in Kneller Gardens and it's still here this morning. Everyone I speak to is moaning about it.  | <p>Activity was noted on our sludge gas odour monitors during the night of Friday 30 September and the morning of Saturday 1 October. The wind direction was predominately south-easterly with an average speed of 2 - 3 mph over the two days. The site investigations did not notice any odour but did note that the tankers were still being employed to transport sludge off-site while the Iver South pipeline was out of action. This may have been the source of the odour noticed, for which we would like to apologise.</p>  |
| 02-Oct-11     | Beaumont Place  | I would like to advise the most disgusting stench at Beaumont Place last night, 1st October. This was especially notable as the windows and doors were open due to the hot weather. This was at its peak around 11pm. I had visitors round and had to apologise to them. | <p>Activity was noted on our sludge gas odour monitors during the night of Saturday 1 October. The wind direction was predominately south-easterly with an average speed of 2 mph. The site investigation did not notice any odour but did note that the tankers were still being employed to transport sludge off-site while the Iver South pipeline was out of action. This may have been the source of the odour noticed, and we would like to apologise to the complainant and her guests for any inconvenience caused.</p>   |
| 04-Oct-11     | Elmer Gardens   | just to say - friday, saturday and sunday just gone - the stink was REALLY bad all 3 days. friday evening particularly, and also noticed on both saturday and sunday when driving from home around locally.....a real raw sewage smell on all 3 days.                    | <p>Activity was noted on our sludge gas odour monitors on Friday 30 September, Saturday 1 and Sunday 2 October. The wind direction was predominately south-easterly with an average speed of 2 - 3 mph on the Friday and Saturday before changing to south-westerly with an average speed of 3 mph on Sunday. The site investigations did not notice any odour but did note that the tankers were still being employed to transport sludge off-site while the Iver South pipeline was out of action. This may have been the source of the odour noticed, for which we would like to apologise.</p>  |

Mogden Sewage Treatment Works: Customer Queries 2011

| Date of email | Road            | Complaint   | Response  |
|---------------|-----------------|---|---|
| 05-Oct-11     | Queens Terrace  | <p>Just to mention that yesterday, the 4th October from 1 - 2pm Mogden was ponging. I left the house at 2, so I have no idea how long it continued.</p> <p>As someone who has lived in the area since 1997, the situation now is deteriorating badly. Hardly a few days go by without some pong from Mogden. I've given up entertaining at home as chances are friends would arrive to a stench from Mogden. It's annoying and very depressing!</p> | <p>The odour monitors closest to Queens Terrace are the north and east boundary monitors. The north monitor was flat-lining at the time of the complaint, but was fixed later that day. The east monitor, however, did not exceed the trigger level of 0.015ppm for 20 minutes or longer agreed with the London Borough of Hounslow. The site investigations on the day did not notice any odour but did note that the tankers were still being employed to transport sludge off-site while the Iver South pipeline was out of action. This may have been the source of the odour noticed.</p> <p>We would like to apologise for the inconvenience noticing odour is obviously causing the complainant. The Iver South pipeline was turned back on on Friday 14 October, however, we kept tankering sludge off-site over the weekend to lower the sludge stocks on-site further and help the sewage treatment process recover faster. The tankering stopped on Sunday 16 October.</p>   |
| 05-Oct-11     | Arnold Crescent | <p>we have noticed the smell from mogdon again it seems ongoing why is this not been solved?</p>  | <p>Thank you for forwarding this complaint, however, no dates are given for when odour was noticed specifically.</p> <p>A notification was issued on 14 September about a rupture on the sludge pipeline from Mogden Sewage Treatment Works (STW) to Iver South Sludge Dewatering Centre (SDC). As a consequence we needed to transport sludge off-site using road tankers and odour was noted on occasions during this period around the tankering points. This notification was still in place when the complaint was made on Wednesday 5 October.</p> <p>We apologise for any odour noticed as a result of this emergency situation.</p>   |
| 10-Oct-11     | Worple Avenue   | <p>Dreadful smell again last night when I was travelling down Worton Rd last night about 10.30pm and only subsided when I reached the Total garage on Twickenham Rd</p> <p>Has the Lead Member Cllr Smart ever shown an interest in this outrage?</p>   | <p>The north and east monitors closest to Worton Road through to Twickenham Road were not in breach of the trigger level of 0.015ppm for 20 minutes or longer at 10.30pm on Sunday 9 October. The wind direction was predominately south-westerly with an average speed of 9 mph.</p> <p>The site investigations that day did not note any odour; however, tankers were still being employed to transport sludge off-site while the Iver South pipeline was out of action. This may have been the source of the odour noticed, for which we would like to apologise.</p>  |
| 30-Sep-11     | Woodlands Road  | <p>Isleworth has been smelling like a cesspit. I assume this has been coming from Mogden Water Treatment Plant. The whole of Isleworth stinks. Why is this?</p>   | <p>We are sorry to hear you have been noticing odour lately. There has been a rupture on the sludge pipeline from Mogden Sewage Treatment Works (STW) to Iver South Sludge Dewatering Centre (SDC), near the Colnbrook Bypass. This has reduced our ability to export sludge from Mogden via this pipeline and we are currently using road tankers to transport sludge off-site.</p> <p>The repair of the pipeline is well underway and is due to be finished by Sunday 16 October 2011. We would like to apologise for any inconvenience caused by this extra traffic around Mogden and the odour you have noticed as a result.</p> <p>We have an email notification system that we use to notify residents when this sort of issue occurs at Mogden that might result in odour being detected off-site. If you would like me to add your email address to this list so that you also receive these notifications directly, just let me know.</p> <p>Also, we publish all complaints about Mogden on our website, with names, addresses and personal information removed. If you do not wish your complaint to be published in this way, again please let me know.</p> |

Mogden Sewage Treatment Works: Customer Queries 2011

| Date of email | Road              | Complaint   | Response   |
|---------------|-------------------|---|--|
| 13-Oct-11     | None given        | <p>I have been experiencing heighten odour for many weeks now and I can accept this is partially due the approved extension work, but last night this was very serious.</p> <p>I am preparing the a report after the recent meeting for future odour elimination, but could you please pass on to Black &amp; Vetch that they will have to perform their existing works to a better practical standard.</p> <p>I wish to concentrate on the solving the odour problems of the "old" works and not have to take on more work to monitor the new extension.</p> | <p>The current construction work for the extension at Mogden is being carried out offline and the sewage we receive is still going to the 'old' works to be treated as normal. We do put out odour notifications for the digester cleaning to residents as a precaution, but other than this there is no obvious cause of odour that could be attributed to the project. If you would like to share the reasoning behind your conclusions, however, we will investigate further in conjunction with the project team.</p> <p>As noted below in our response to the original complaint, we believe that odour noticed over the last few weeks may be from the tankering points being used to transport sludge off-site while the Iver South pipeline was out of action, for which we apologise.</p> |
| 13-Oct-11     | South Street      | <p>I agree with the above complainant on this. I was in South Street last night at approximately 9pm and the unmistakable smell from Mogden was dreadful. By far the worst it's been for a long time. I hope the issues that caused the odour will be addressed without delay.</p>  | <p>As I said in my response to the complainant above, we believe that odour noticed over the last few weeks may be from the tankering points being used to transport sludge off-site while the Iver South pipeline was out of action, for which we apologise.</p> <p>The pipeline was brought back online on Friday 14 October and the tankering continued until Sunday 16 October to help the sewage treatment process at Mogden recover faster.</p>  |
| 13-Oct-11     | Steele Road       | <p>I wish to register a complaint about the revolting smells coming from Mogden at approximately 3.40pm on Wednesday 12 October. We walked from Steele Road in Isleworth to Redlees park and found the smell quite unbearable, and in fact didn't stay long in the park because of it.</p>  | <p>The east and north odour monitors, which are closest to Steele Road and Redlees Park were reading 0.006 ppm and 0.005 ppm respectively at 3.40pm on Wednesday 12 October. The north monitor, however, had a fault at the time and so this reading will have to be disregarded. The problem was fixed on the next day on Thursday 13 October. The wind direction was predominately south-westerly with an average speed of 7 mph.</p> <p>The site investigations that day did not note any odour; however, tankers were still being employed to transport sludge off-site while the Iver South pipeline was out of action. This may have been the source of the odour noticed, for which we would like to apologise.</p>   |
| 11-Oct-11     | Queens Terrace    | <p>I wouldn't usually email twice in one day, except to say I have just arrived back home from a few hours out (it's now 9.20pm, 11th Oct), and there is a toxic stench from Mogden - they seem to be a business completely out of control! I have unfortunately experienced Mogden since moving here in 1998, and I have never known it to pollute so consistently, often a number of times for short periods during the day.</p>  | <p>The east and north odour monitors, which are closest to Queens Terrace were both reading 0.005 ppm at 9.20pm on Tuesday 11 October. The north monitor, however, had a fault at the time and so this reading will have to be disregarded. The problem was fixed on the next day on Thursday 13 October. The wind direction was predominately south-westerly with an average speed of 10 mph.</p> <p>The site investigations that day did not note any odour; however, tankers were still being employed to transport sludge off-site while the Iver South pipeline was out of action. This may have been the source of the odour noticed, for which we would like to apologise.</p>  |
| 15-Oct-11     | Elizabeth Gardens | <p>Mogden has been releasing horrible smells on the evening of Monday 10th &amp; Wednesday 12th October.</p> <p>This evening I noticed the horrible smell on my return from work at around 6.00 pm and it is still smelling NOW @ 10.00 pm</p> <p>What is going on? Why has it started to smell again?</p>  | <p>The odour monitors nearest to Elizabeth Gardens are the east and north boundary monitors and they recorded low readings on Monday 10 and Saturday 15 October. During the night of Wednesday 12 October and early morning of Thursday 13 October, however, high readings were recorded on the east monitor. The storm tank area was checked and no strong odour was detected, as all the uncovered storm tanks were out of use at the time.</p> <p>Tankers were still being employed during the week of your complaint to transport sludge off-site while the Iver South pipeline was out of action. This may have been the source of the odour noticed, for which we would like to apologise.</p>   |
| 19-Oct-11     | Northcote Road    | <p>Bad smell again bottom of Northcote Road. Is this problem ever going to be sorted?.</p> <p>No result or action yet. I'm beginning to think this is a war of attrition and I've had just about enough.</p>  | <p>The east and south odour monitors, which are closest to Mogden Lane and Northcote Road recorded low readings of 0.007ppm and 0.0001ppm at the time of the complaint on Wednesday 19 October. The routine site inspection on that afternoon did not note any odour on site or any operational issues. The wind was predominantly westerly with an average speed of 7 mph.</p> <p>The current site management at Mogden utilise resources from all areas of Thames Water, as required, and the management practices at the site are checked during the weekly inspections carried out by the London Borough of Hounslow.</p>  |

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| Date of email | Road              | Complaint  | Response   |
|---------------|-------------------|--|--|
| 20-Oct-11     | Twickenham Road   | <p>It smells of sh*t. So much so that I can't open the windows and feel sick all day. It's just doing my f**king head in. It's been like it for about 2 months. Why does Isleworth smell like a f**king Victorian open sewer in the 21st century? Also, why the hell do your odour sensors miraculously not show the changes? Perhaps you should employ some sensors off-site? You can stick one in my garden, then it can experience the joy of being bathed in sh*t all day. I'm actually going to register the factual domain "isleworthsmellsofsh*t.org.uk" and do my bit to promote how bad it is here. Please don't call me - I've spoken to you before and I don't wish to be apologised to by a corporate halfwit. If you fancy emailing, that would be great, so I can stick it on my web site.</p> | <p>There was a rupture on the sludge pipeline from Mogden Sewage Treatment Works (STW) to Iver South Sludge Dewatering Centre (SDC), near the Colnbrook Bypass in the middle of September. This reduced our ability to export sludge from Mogden via this pipeline, which affected our sewage treatment process, and we had to use road tankers to transport sludge off-site.</p> <p>The repair of the pipeline was completed by Sunday 16 October, but it took the sewage treatment process at Mogden a while longer to recover. We would like to apologise for the odour you noticed as a result.</p> <p>We have an email notification system that we use to notify residents when this sort of issue occurs at Mogden that might result in odour being detected off-site. If you would like me to add your email address to this list so that you also receive these notifications directly, just let me know.</p>  |
| 21-Oct-11     | Elizabeth Gardens | <p>On the evening of Sunday 16th Nov at around 6.15 pm Mogden was releasing HORRIBLE smells.</p> <p>It was so embracing because my husband's family had come over from Ealing and they could believe how back the smell was.</p> <p>I thought be moving to Elizabeth Gardens I would be further away from Mogden and suffer less - how wrong could I be!</p> <p>It was smelling again on Monday 17th @ 5.30 pm when I was putting out the recycling. When is it going to STOP?</p>   | <p>The wind direction was predominately south-westerly on both days of your complaint, therefore the odour you noticed may have been from our uncovered west side rectangular primary settlement tanks, which were recovering after the fixing of the Iver South pipeline, but still had high sludge stocks at the time.</p> <p>We would like to apologise for this, and for the embarrassment caused when entertaining guests on Sunday evening. The covering of these tanks will begin early next year.</p>  |
| 11-Oct-11     | Queens Terrace    | <p>Just to let you know Mogden was smelling last night (Monday 10th Oct), when I returned from work at 7.30pm and also at 11pm. I returned home this evening at 5.35pm (Tuesday 11th Oct), and the stench in the air was rancid.</p>   | <p>The east and north odour monitors, which are closest to Queens Terrace, had the following readings at the times of the complaint:</p> <p>Monday 10 October at 7.30pm - East 0.003ppm - North 0.005ppm<br/> Monday 10 October at 11pm - East 0.004ppm - North 0.004ppm<br/> Tuesday 11 October 5.35pm - East 0.004ppm - North 0.008ppm (monitor faulty)</p> <p>The north monitor developed a fault around 12pm on Tuesday 11 October and so the reading that afternoon will have to be disregarded. The problem was fixed on Thursday 13 October.</p> <p>The wind direction was predominately south-westerly on both days with an average speed of 14 mph on the Monday, which dropped to 10 mph on the Tuesday.</p> <p>The site investigations over these two days did not note any odour; however, tankers were still being employed to transport sludge off-site while the Iver South pipeline was out of action. This may have been the source of the odour noticed, for which we would like to apologise.</p> |
| 17-Oct-11     | Elmer Gardens     | <p>Just to say the smell driving up and down worton road in isleworth this morning (just before 7am and then back just before 8am) was appalling once again.</p>   | <p>The wind direction was predominately south-westerly on Monday 17 October with an average speed of 5 mph. Unfortunately there was a fault with the north odour monitor, which is closest to Worton Road, at the time of the complaint. This was resolved just before 11am that same day.</p> <p>No odour was detected on the routine site inspection; however, the odour noticed may have been from our uncovered west side rectangular primary settlement tanks, which were recovering after the fixing of the Iver South pipeline, but still had high sludge stocks at the time.</p>   |

Mogden Sewage Treatment Works: Customer Queries 2011

| Date of email | Road             | Complaint  | Response   |
|---------------|------------------|--|--|
| 14-Oct-11     | Worton Road      | <p>In all the years I don't remember the stench being so bad this time of year. I was nearly physically sick the other day with the smell, it was like raw sewage.</p> <p>This is totally unacceptable and something needs to be done about it, we should not have to repeatedly suffer this disgusting smell.</p>   | <p>Thank you for forwarding this complaint, however, no dates are given for when odour was noticed specifically.</p> <p>A notification was issued on 14 September about a rupture on the sludge pipeline from Mogden Sewage Treatment Works (STW) to Iver South Sludge Dewatering Centre (SDC). As a consequence we needed to transport sludge off-site using road tankers and odour was noted on occasions during this period around the tankering points. This notification was still in place when the complaint was made on Friday 14 October.</p> <p>We apologise for any odour noticed as a result of this emergency situation.</p>  |
| 13-Oct-11     | None given       | <p>the smell around tw7 is getting very bad at moment what is going on<br/>concerned person</p>  | <p>Thank you for forwarding this complaint, however, no dates are given for when odour was noticed specifically.</p> <p>A notification was issued on 14 September about a rupture on the sludge pipeline from Mogden Sewage Treatment Works (STW) to Iver South Sludge Dewatering Centre (SDC). As a consequence we needed to transport sludge off-site using road tankers and odour was noted on occasions during this period around the tankering points. This notification was still in place when the complaint was made on Thursday 13 October.</p> <p>We apologise for any odour noticed as a result of this emergency situation.</p>  |
| 13-Oct-11     | Heathfield South | <p>All I know is that almost on a daily basis, Twickenham smells of sh't, and I am using that word because that is what it is, every day, it just smells. And if I happen to go on the 267 past Mogden, last week, I wretch, how do they put up with it???</p> <p>I think its because it is not a rich area, like Richmond, and so they know they can get away with it.</p>  | <p>Thank you for forwarding this complaint, however, no dates are given for when odour was noticed specifically.</p> <p>A notification was issued on 14 September about a rupture on the sludge pipeline from Mogden Sewage Treatment Works (STW) to Iver South Sludge Dewatering Centre (SDC). As a consequence we needed to transport sludge off-site using road tankers and odour was noted on occasions during this period around the tankering points. This notification was still in place when the complaint was made on Thursday 13 October.</p> <p>We apologise for any odour noticed as a result of this emergency situation.</p>  |
| 25-Oct-11     | Weavers Close    | <p>i would like to express how dissappointed i am towards all the claims of improved odour control schemes which do not appear to be having the slightest effect. it is rare that i come home from work, get out of the car and not smell like i have just fell down a sewege drain. yes it is that bad. i am extremely embarrassed when friends/family come to visit and is assailed by the disgusting stench. either your claims of making improvements to the reduction and control of odour are far from true or all the residents here have an extremely keen sense of smell. unfortunately i doubt it is the latter. please deliver what was promised i.e. reduce/eliminate the smell. yours forever dissappointingly.</p> | <p>We are sorry to hear you have been noticing odour lately. There was a rupture on the sludge pipeline from Mogden Sewage Treatment Works (STW) to Iver South Sludge Dewatering Centre (SDC), near the Colnbrook Bypass in the middle of September. This reduced our ability to export sludge from Mogden via this pipeline and we had to use road tankers to transport sludge off-site. The repair of the pipeline was completed by Friday 14 October and the tankering ended on Sunday 16 October.</p> <p>The odour you noticed may, therefore, have been either from our uncovered west side rectangular primary settlement tanks, which contained higher levels of sludge than normal during this incident and afterwards, while the sewage treatment process recovered, or from the tankering points when we were tankering sludge, as the tankers have to vent the air inside them, as they fill up with sludge. We would like to apologise for this, and for the embarrassment caused when entertaining guests. The tankering has now ceased and the covering of the uncovered rectangular primary</p> |

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| Date of email | Road          | Complaint   | Response   |
|---------------|---------------|---|--|
| 25-Oct-11     | Elmer Gardens | We've noticed a considerable rise in odour from Mogden; we've lived here for the past 14 years and this is very unusual for where we live. What explanation can you provide?  | <p>We are sorry to hear you have been noticing odour lately and would like to apologise. There was a rupture on the sludge pipeline from Mogden Sewage Treatment Works (STW) to Iver South Sludge Dewatering Centre (SDC), near the Colnbrook Bypass in the middle of September. This reduced our ability to export sludge from Mogden via this pipeline and we had to use road tankers to transport sludge off-site. The repair of the pipeline was completed by Friday 14 October and the tankering ended on Sunday 16 October.</p> <p>The odour you noticed may, therefore, have been either from our uncovered west side rectangular primary settlement tanks, which contained higher levels of sludge than normal during this incident and afterwards, while the sewage treatment process recovered, or from the tankering points when we were tankering sludge, as the tankers have to vent the air inside them, as they fill up with sludge. As mentioned above, the tankering has now ceased and we will start the process of covering the uncovered rectangular primary settlement tanks early next year, as part of the extension project.</p> |
| 24-Oct-11     | Elmer Gardens | There was a bad stink all over this last weekend and still hanging around this morning in fact – this was evident in our back garden all weekend and driving around the area.   | <p>The odour monitors closest to Elmer Gardens are the north and west boundary monitors and they did not record any values above 0.015ppm from Saturday 22 to Monday 24 October. The north monitor, however, did flat-line at 0.003ppm from just after 9am on Saturday 22 and was fixed just before 9pm on Sunday 23 October, so the readings during this period will have to be disregarded.</p> <p>The routine site inspections carried out did not note any strong odours on site and there were no operational issues. The wind direction was predominantly south-easterly with an average speed of 5 - 8 mph over the three days and so the odour noticed may have been our uncovered rectangular west side primary settlement tanks, for which we would like to apologise. The covering of these tanks is scheduled to start early next year.</p>  |
| 26-Oct-11     | Elmer Gardens | Still bad last night when I drove home around 6.30pm – coming down hall road the stench "hit me"  | <p>The odour monitors closest to Hall Road and Elmer Gardens are the north and west boundary monitors and sludge gas monitors 12 and 13, which were reading the following on Tuesday 25 October at 6.30pm:</p> <p>Sludge gas monitor 12 0.0009ppm<br/>                 Sludge gas monitor 13 0.003ppm<br/>                 West monitor 0.0005ppm<br/>                 North monitor 0.007ppm</p> <p>All below the trigger level of 0.015ppm for 20 minutes or longer, agreed with the London Borough of Hounslow.</p> <p>The wind direction was still predominately south-easterly, however, with an average speed of 6mph, at the time of the complaint so the odour noticed may have been our uncovered rectangular west side primary settlement tanks, for which we would like to apologise. The covering of these tanks is scheduled to start early next year.</p>  |
| 30-Oct-11     | Weavers Close | We have a severe problem with mosquitoes this year. As you will see I have complained several times. This week there has been at least one mosquito in the house almost every night - I have been bitten twice on the face and my husband (who doesn't normally get bitten) was bitten on the shoulder. On 3 separate nights this week I have been awoken in the early hours by a mosquito "whining" near my face and my husband had to get up to try to find it, which is not fun when we have to get up for work a few hours later. Please can you advise me what you are doing to tackle the problem (please do not give the standard answer about seasonal spraying). | <p>Usually at this time of year, we switch over to the winter programme of fortnightly surveys and spraying for mosquitoes; however, we are extending our summer programme of weekly surveys and spraying, this year. This is because night-time temperatures are routinely still around 10 degrees Celsius, which means that the species of mosquito that we have at Mogden that bites humans, can still breed. We will only switch over to the winter programme when the nights are cold enough.</p> <p>We apologise for the distress this has been causing you, and hope that you are seeing a difference with us keeping to the summer programme for the time being.</p>   |

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| Date of email | Road         | Complaint   | Response   |
|---------------|--------------|---|--|
| 13-Nov-11     | Lynton Close | <p>In the last couple of weeks been an increase in the number of mosquitoes seen and children have been bitten Can you confirm if an increase has been seen in the last couple of weeks and if any action is / can be taken to improve the situation Thanks</p> | <p>We are sorry to hear that your family has been bitten by mosquitoes recently.</p> <p>We have been seeing a drop in numbers during the surveys carried out at Mogden, as the weather has got cooler; nonetheless, we have decided to extend our summer programme of weekly surveys and spraying for mosquitoes this year, rather than switching over to the winter programme of fortnightly surveys and spraying. This is because we are still seeing night-time temperatures around 10 degrees Celsius, which means that the species of mosquito that we have at Mogden that bites humans, can still breed. We will only switch over to the winter programme when the nights are cold enough.</p> <p>We hope that you will see a difference with us keeping to the summer programme for the time being. If you have any other concerns, please do not hesitate to contact me.</p> |