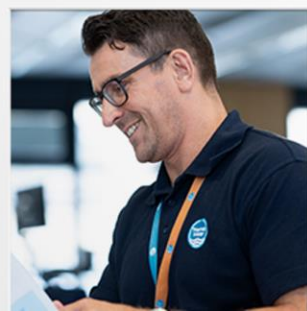
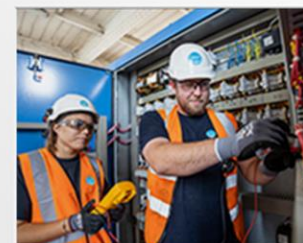


Mogden Catchment Odour Concerns Focused

Residents Meeting 27th August 2025



Agenda

1. Welcome & Introductions
2. Purpose of Meeting
3. Mogden Technical Working Group Update
4. Odour Elimination and Proactive Prevention
5. Odour Concerns – Current Situation
6. Transparency and Reporting
7. Engagement and Next Steps
8. Any other Business (AOB)
9. Closing Remarks and Next Meeting



It's everyone's water

Welcome & Introductions

Purpose of Meeting

Focusing on odour concerns for residents

Mogden Technical Working Group

Update on progress and role in addressing odour concerns

Summary of Meeting

Attendees – David Chowings, Barry Edwards and Chloe De Banks.

Terms of reference for the Technical group were discussed and drafted, to be signed off at the next meeting.

Attendee listing, reviewed

Summary of meeting

Bimonthly meeting agreed.

level 1

- Reasons for odour – Look at how to make user friendly
- Protocols for odour events – lines of communication
- Response to complaints.

Level 2

- H2S trigger levels.
- Thresholds for H2S.
- PR strategy – community.
- KPI's and program of works.

Level 3

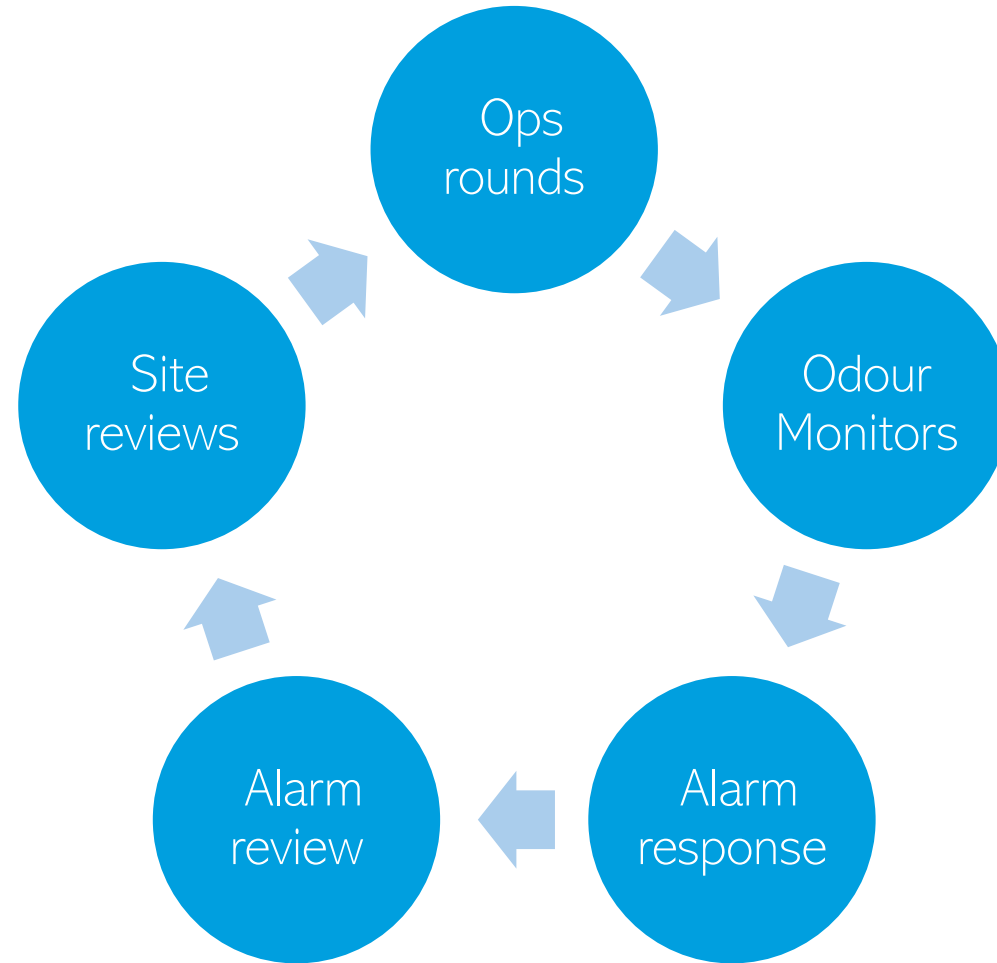
- Site projects plan for 50 to 100 years.
- Treatment innovations.

Odour Mitigation & Proactive Interventions

Update on measures in place and specific capital investment to help mitigate odour at Mogden STW

Operational proactive interventions

Taking the fight to odour



Odour Concerns

Address and discuss current Odour complaints raised by MRAG, using Envirosuite and Council Documents

Odour Concerns

Odour Concerns Raised by MRAG:

Date	Location	Odour Monitor Spike	Cause	Action	Action taken before complaint received?
16/06/2025	Weavers Close	OM2 Spiked @ 22:48 - 2304 max 0.028ppm & 0300-0320 max 0.22ppm	2A & Later 1A and 1B combi washers spilling - Screen rag system overflowed	Shift tech cleaned up spills	Yes
7/07/25 - 11/07/25	South Side Complaints	07.07.25: OM12 0.049ppm / 08.07.25: OM12 Spiked at 0.038ppm and OM2 multiple spikes overnight	07.07.25: No cause of odours / 08.07.25: OM12 spike pas odours and OM2 east inlet	08.07.25 East inlet skip area washed down	Yes
09/07/2025		OM2 multiple spikes throughout shift peaking at 0.028ppm / OM12 one spike peaking at 0.025ppm		Inlet skip areas hosed down	Yes
14/07/25 - 18/07/25	North Side Complaints	14.07.25 OM2 & OM3 spikes / 15.07.25 OM12 spikes and OM3 spikes / 16.07.25 OM8 & OM3	15.07.25 Pas odours / 16.07.25 Pas odours	Water was added to Pas Pots	
17/07/2025	Weavers Close	OM2 spiked @ 0020-0037 & 0150-0222 max 0.040ppm	East inlet skip area	East inlet skip area hosed down	Yes
18/07/2025	Weavers Close	OM2 multiple spikes	No obvious odours found on investigation		
21/07/2025	Heathfield South	No odour issues found	N/A	N/A	
27/07/2025	Heathfield North	No odour issues found	N/A	N/A	
30/07/2025	North Side Complaints	OM12 spikes	Pas odour in air, East inlet spill	Water was added to Pas Pots, spill at east inlet cleaned up	Yes
10/08/2025		OM2 multiple spikes between 2025-0110 max 0.103ppm & OM12 spiked between 0450-0525 max	Pas odours on the breeze	Water was added to Pas Pots	Yes
16/08/2025	Whitton Deane/South	OM12 spike to max @0.044ppm between 00.09-00.40	No obvious odours found on investigation	N/A	Yes

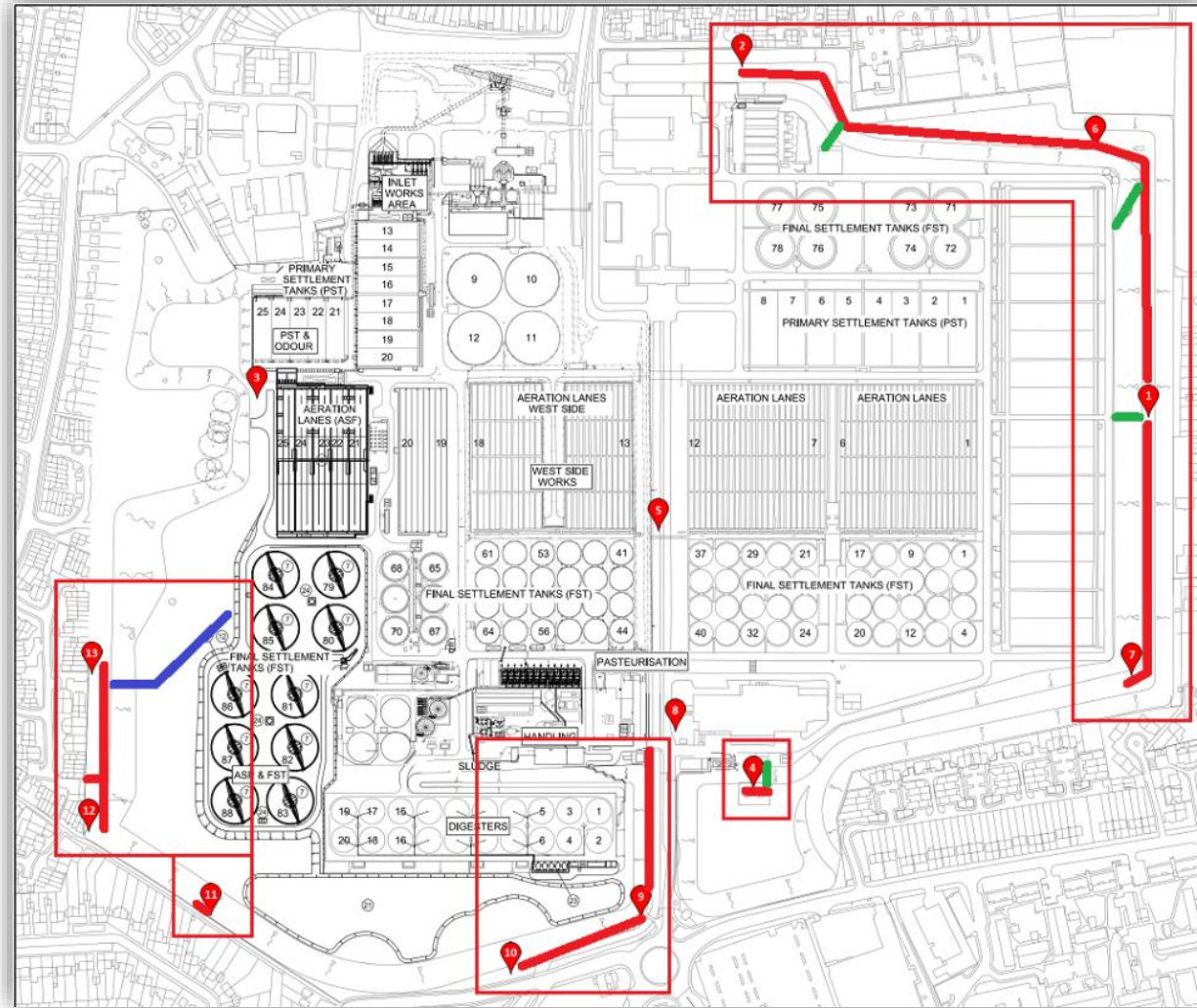
Odour Concerns

Special Request for Bank holiday weekend information:

Monday	18-Aug-25	DAY SHIFT	Marcus Summers	Warm	Cloudy													17:30	No odour issues found or reported		
		NIGHT SHIFT	Gerry Webster	Warm	Partly cloudy													05:30	OM3 spiked to max 0.020ppm 22:49-23:49	No obvious odours found on investigation	Odour suppressors running
Tuesday	19-Aug-25	DAY SHIFT	Marcus Summers	Warm	Partly cloudy													17:30	OM2 09:26-09:39 max 0.025ppm OM12 16:25-16:38 max 0.021ppm	No odour found	
		NIGHT SHIFT	Adam Bullough	Warm	Clear Night													05:30	OM2 0.025 23:10-23:25 OM12 0.027 22:54-23:10 0.021 21:55-22:09 0.027 19:54-20:24	Odour from Pas	extra odour suppressor set up

22-Aug-25	DAY SHIFT		Warm	Sunny w/ Patchy Clouds														17:30	OM12 multiple spikes between 1200-1630 max 0.076ppm.	Some odour from PAS area	Odour suppression units running
	NIGHT SHIFT		Warm	Overcast Night														05:30	om12 max 0.058ppm @ 23:40- 23:54 om12 max 0.044ppm @ 00:26- 00:38	No obvious odours found on investigation	Odour Suppressors running
23-Aug-25	DAY SHIFT		Warm	Cloudy w/ Sunny Spells														17:30	OM12 spiked at 0640-0655 max 0.051ppm OM12 spiked at 1310-1325 max 0.023ppm.	PAS odour on the breeze.	
	NIGHT SHIFT		Warm	Clear Night														05:30	om12 spiking several times max 0.034ppm	No obvious odours found on investigation	
24-Aug-25	DAY SHIFT		Warm	Sunny w/ Patchy Clouds														17:30	OM12 spiked at 1055-1110 max 0.054ppm and 1355-1409 max 0.102 but < 15 mins duration	No odours in vicinity of monitor.	Odour suppression units running.
	NIGHT SHIFT		Warm	Clear Night														05:30	OM3 Showing odours from 23:49 max 0.047ppm	Inlets on site starting to smell	Area hosed down on old west and New.
25-Aug-25	DAY SHIFT		Warm	Sunny														17:30	OM3 0.019 6:34-6:50 0.017 7:20-7:35 OM12 0.088 10:24-10:40 0.102 11:08-11:24	Inlets hosed down	odour suppressors running
	NIGHT SHIFT		Warm	Clear Night														05:30	om3 and 12 showing odours all shift	Inlets hosed down	Deep clean of inlets needed.

Odour Monitor map.



Mogden Odour costs

This is OPEX spend this Financial Year

- OCU: Monthly service visits ERG
- Odour Monitoring Equipment: ABLE
- OOUR module: ENVIROSUITE
- OCU outlet calibration: POLLUTION MONITORS
- OCU Pump Stn 14 Carbon Change
- OCU 12 Carbon change
- Main Pumping Stn OCU New upgraded OCU
- Pump Stn 15 upgrade New upgrade OCU
- Refurb to OCU 11 Refurbishment to OCU
- Refurb to east side OCU Refurbishment to OCU Being costed up now

Current Works or STW

Current work undergoing or to be planned ...

- Storm tanks currently being manually cleaned. MTS Contractors
- Major works replacing sites inlet works, have been funded, minor works have started – estimated completion 18 months. Capital Projects team
- Further two Odour suppressant units purchased – 5 operational on site - mitigation. CD - Done
- OCU 15 performance under review due to under performance in Sludge area – New unit. Project Liaison manager along with Capital delivery
- Review of housekeeping standards, equipment in areas designated in the Odour Management plan Effluent Performance manager.
- Change of role responsibilities for Operational Impact Liaison manager to have 100% focus on site odours and other stakeholder nuisance calls. Area Treatment Manager
- Addition of a full time Tech to work solely for the Odour stakeholder manager. Area Treatment Manager

OCU Op Plan

Tues checks on OCU plant – Example from OCU 12

	A	B	C	AW	AX	AY	AZ	BA	BB	BC	BD	BE	BF	BG	BH	BI	BJ	BK
1	Sample Point	Reading Taken From	Target	13/05/2025	20/05/2025	28/05/2025	03/06/2025	10/06/2025	17/06/2025	24/06/2025	03/07/2025	08/07/2025	15/07/2025	23/07/2025	29/07/2025	05/08/2025	12/08/2025	19/08/2025
2	1A	Inlet - Quench Towers		HC	Carbon	HC	HC	HC	HC	HC	HC	HC	HC	HC	HC	HC	HC	HC
3	1B	Inlet - Biofilter		HC	Change	HC	HC	HC	HC	HC	HC	HC	HC	HC	HC	HC	HC	HC
4	2A	Quench Towers - Biofilter		HC		HC	HC	HC	HC	HC	HC	HC	HC	HC	HC	HC	HC	HC
5	2B	Quench Towers - Biofilter		HC		HC	HC	HC	HC	HC	HC	HC	HC	HC	HC	HC	HC	HC
6	3A	Biofilter - Chemical Scrubber		4.828		1.83	2.302	0.672	0.204	0.614	0.714	0.624	3.487	6.085	4.123	2.004	0.461	3.233
7	3B	Biofilter - Fans		0.054		0.263	0.019	0.061	0.001	0.005	3.427	0.017	1.053	1.668	1.08	0.006	0.008	0.515
8	4	Chemical Scrubber - Fans		1.831		2.72	1.249	0.038	0.112	0.339	1.871	0.53	5.07	7.836	4.974	0.212	0.359	2.909
9	5	Fans - Carbon (stage 1)		0.191			0.258	0.164	0.031	0.173	1.248	0.221	2.614	3.358	2.817	0.07	0.854	1.292
10	6A	Carbon (stage 1) - Carbon (stage 2)		BYPASS			0.198	0.012	0	0	0.015 HC				0.31		0.56	0.64
11	6B	Carbon (stage 1) - Carbon (stage 2)		BYPASS			0.005	0	0	0.006	0.135 HC			7.415	0.957	1.646	1	0.861
12	7	Carbon (stage 2) - Exhaust stack	0.5	0.176		0.221	0.062	0.036	0.003	0	0.005	0.114	0.041	0.038	0.131	0.02	0.041	0.023
13																		
14																		
15	0.028		0.022	0.021														
16			0.023666667															
17																		
18		Carbon Bypassed 12/7/24 PM																
19		Carbon Changed w/c 20/5/25																

Capital Maintenance Projects

Mogden STW - 2025

Risk Title	Value
Mogden STW - East Inlet Screens Replacement	£1,455,791
Mogden STW - East Side Washpactor Replacement	£2,521,038
Mogden STW - East Side Grit Removal System Refurbishment	£2,390,643
Mogden STW - C Battery Inlet Upgrade	£2,094,200
Mogden STW - C battery Grit Removal System Refurbishment	£522,000
Mogden STW - Refurbishment of E Battery Screenings Conveyors	£500,000
	£9,483,672

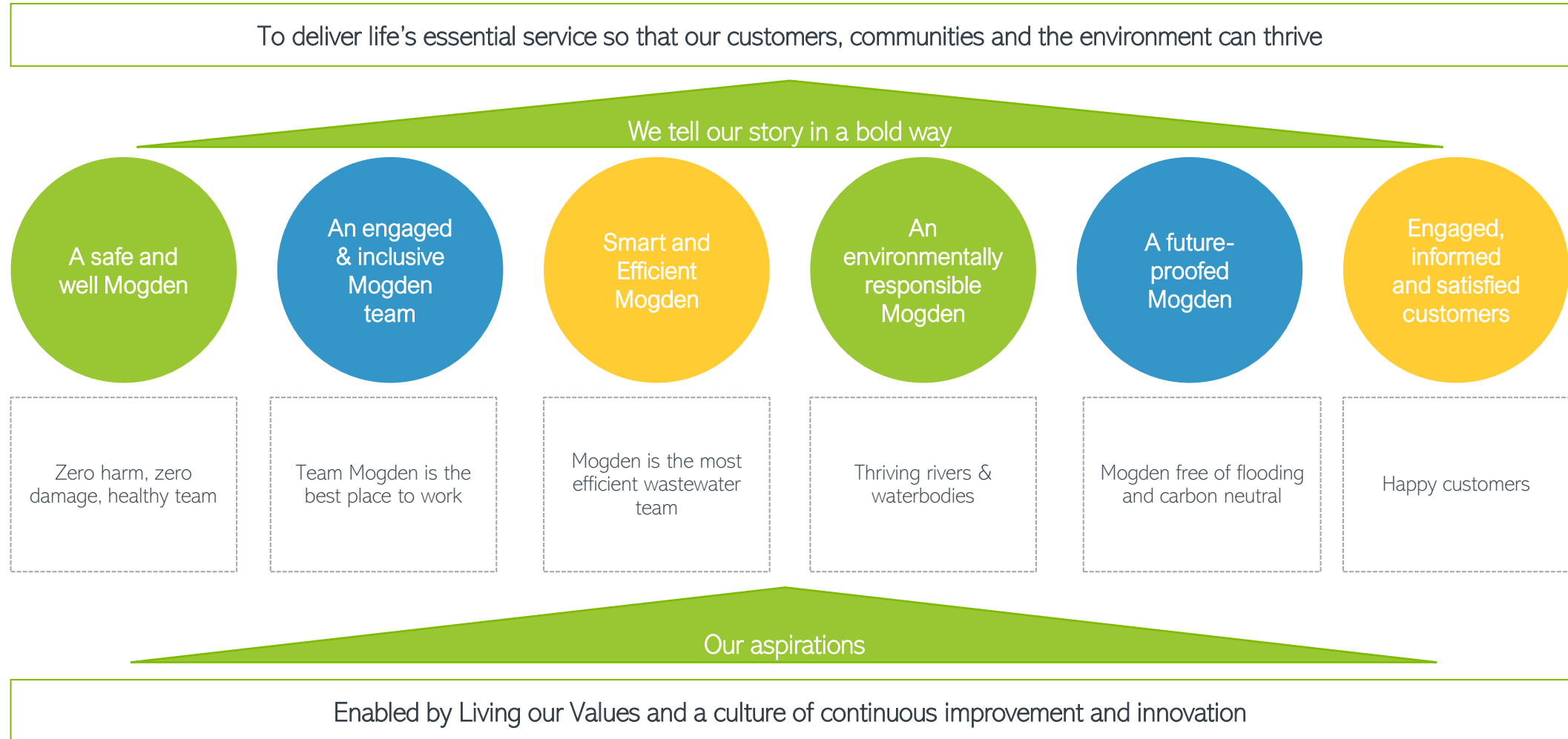
Operational update

Management Team – Changes since May 2025

- David Chowings – Area Treatment Manager – Mogden catchment – Confirmed.
- John Nicol – Site Plant Performance Manager – Mogden Catchment – Confirmed.
- Mohamed Abdul Malik – Sludge Team Performance Manager – Confirmed.
- Two – Tech 1 operators – confirmed.

Our Mogden Waste Strategy

We focus on six strategic themes which underpin how we will deliver our vision

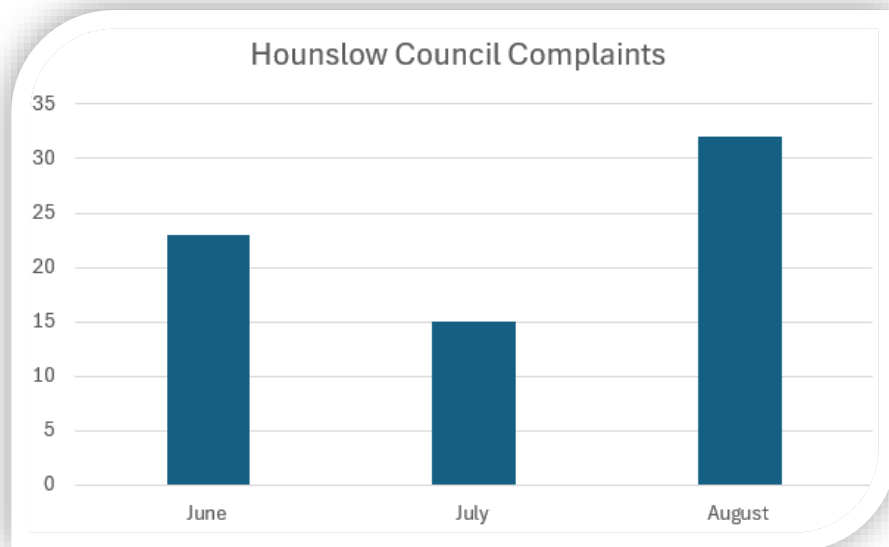


Transparency & Reporting

Discussion on need for proactive notifications, a quick turn around to help odour complaints and Hounslow Site Inspection reports

Hounslow Council Complaints

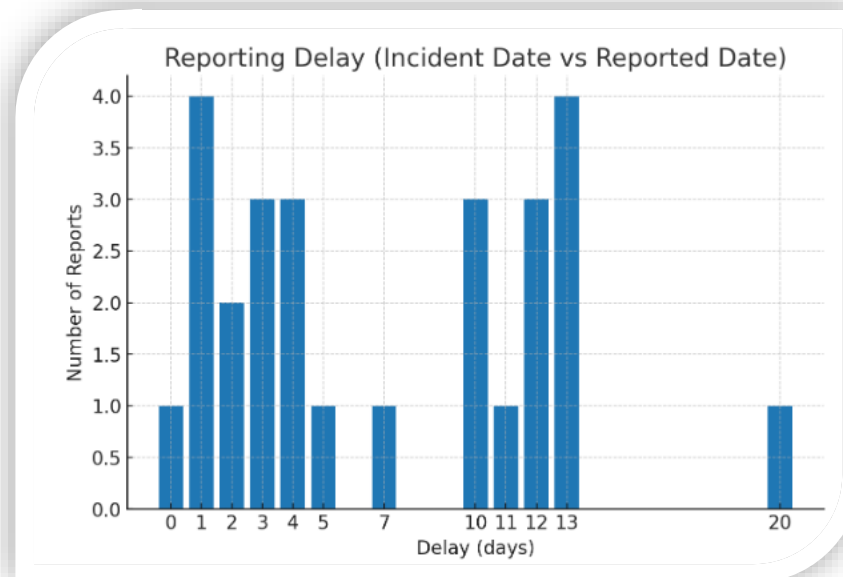
Received complaints from June – August 2025



Between June and July, complaints dropped by 34.8%



Complaints rose from 15 to 32 between July and August



Reporting delay received from August complaints

- Most reports were made 1-5 days after the odour incident
- But some cases show longer delays reported within 10-13 days or later.

Hounslow Site Inspection Reports

What we need to receive from Hounslow to upload ...

London Borough of Hounslow

Mogden Sewage Treatment Works
TW Site Inspection

Date of inspection: 31 October 2023

Attendees: Kumail Haider (London Borough of Hounslow) and Chantelle Dixon (Thames Water)

LB Hounslow Observation	Thames Water Action / Response
<u>Storm Water Storage Tanks (SWST)</u>	
Tank 1A - All Hoppers 80% full requires draining/over-pumping	Hoppers are being drained this week.
Tank 1B - Tank 50% covered in grit requires draining/over-pumping	Maintenance programme ongoing – weather conditions have meant this has not been possible.
Tank 2A - Tank 10% covered in grit requires draining/over-pumping	
Tank 2B - Tank requires flushing 40% covered in grit/sludge, all hoppers 70% full requires draining/over-pumping	
Tank 3A - Tank 40% covered by grit and sludge requires draining/over-pumping	

- To upload the site inspection reports to the Mogden website, we need to receive the official report from Hounslow Council.
- Without receiving these from the council, we are unable to upload these to the website.

Engagement & Next Steps

How can Thames Water ensure full transparency when incidents occur and agreement on improved reporting mechanisms

Reporting Odour for Mogden STW

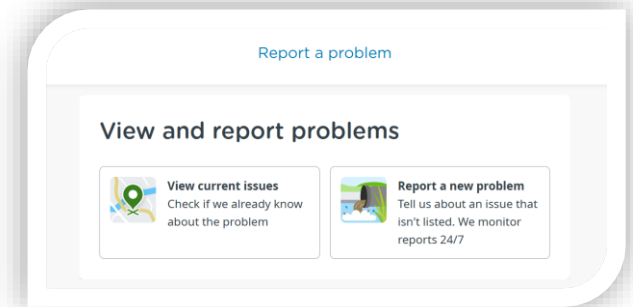
Reporting a problem at Mogden sewage treatment works

Phone:

For any **urgent issues** the best way to contact us is via our 24-hour customer phone line which is 0800 316 9800.

Report a problem online:

<https://www.thameswater.co.uk/help/report-a-problem#/view-and-report-problems>



Log a formal Complaint:

To log a formal complaint in writing please contact customer.feedback@thameswater.co.uk

AOB & Close

Confirm agreed actions and responsibilities