

Residents' Liaison Meeting



Minutes of Meeting

23 January 2020, Conference Room, Mogden STW at 6pm.

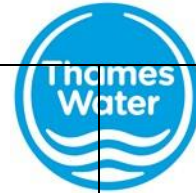
Attendees	
Organisation	Name
Thames Water	Richard Aylard (Chairman)
	Dina Gillespie
	Gayle Thomas
	Paul Mallows
	Nigel Watts
	Julian Dempster
	Jane Clarke
	Barbara Ismay
	Charlotte Page
London Borough of Hounslow	Zaheer Kadri
Residents	Murray Edwards
	Barry Edwards
	Keith Knight
	Maggie Thorburn

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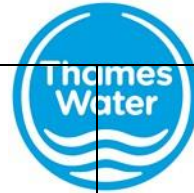
No.	Content	Action	Due date of Action
	<p>The chairman Richard Aylard (TW) welcomed the residents and requested that all attendees introduced themselves.</p> <p>The chairman outlined the agenda for the evening's meeting.</p>		
1	<p>Review of previous minutes</p>		
1.1	<p>Actions of previous minutes</p> <p>Site tour for Maggie Thorburn. She confirmed that she is happy to do the tour another time.</p>		
2	<p>Operations</p> <p>2.1 Mogden Update</p> <p>D Gillespie (TW) presented an update on the "every little bit help" project. She confirmed that the work on the Primary Settlement Tanks doors 1-8 has started. She also said that as a result of the compactors on site not working as it should be it caused odour complaints. She said the investment and maintenance needed are part of the planned program for the next financial year.</p> <p>2.2 New Sludge Thickening Building</p> <p>P Mallows (TW) presented an update on the new Sludge Thickening building. He said that it was in full service and that they in the final stages of handing over to Thames. D Gillespie (TW) confirmed that the building is fully odour controlled.</p>		

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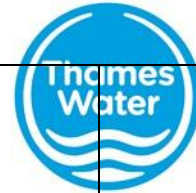
2.3	<p>Lower Thames Abstraction Mitigation Project Update</p> <p>J Dempster (TW) gave an overview of the project and explained its about increasing the levels of oxygen in the river. He said the 14 kiosks doubles up as storage for the aerators as well as preventing any odour and noise. He said it will only be used during low river flows. R Aylard (TW) wanted to know where the information will come from as to when it is needed. He confirmed that the EA monitors the oxygen in the river and will give Thames notice when required.</p> <p>B Edwards (Resident) asked if Thames are still using the bubbling barges to which R Aylard (TW) confirmed that they are. He said that it is still being used at Crossness and Beckton STW.</p> <p>He also explained that due to the effluent being a few degrees warmer than the river it is going into it holds less oxygen. He said that if they are also extracting water to fill the reservoirs it will cause low river flow. B Edwards (Resident) wanted to know if there has been a calculation made to determine the oxygen at the outfall. R Aylard (TW) confirmed that the EA continuously monitor the oxygen levels in the river and that they have added hydrogen peroxide n the past but that's a desperate measure and that during winter there will not be a high demand due to the water being colder it will contain more dissolved oxygen. B Edwards (Resident) said that he is interested in seeing the calculations. R Aylard (TW) said he will get the figures from the EA.</p> <p>J Dempster (TW) said that they now doing the final piece of work which is to install a weiring penstock that will ensure the aerators will work on all flow conditions.</p>	Action R Aylard	
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<p>3</p>	<p>Customer Communication and Engagement -Complaints G Thomas (TW) gave an update on complaints received. She said that one of the odour complaints received during December was due to a blockage due to sewer abuse and not from the works. She also said that the recent odour was due to the compactors not working as should be.</p> <p>B Edwards (Resident) said he noticed significant improvements at a recent site visit due to every little bit helps project onsite. D Gillespie (TW) confirmed that the council does a walk around every Thursday and that they were due for an Audit by the EHO the next Thursday.</p> <p>M Edwards(MRAG) said that he walked around the works and that he identified a couple of things that needed attention. He said he was told by Thames that they were waiting on a part to fix a leak and wanted to know if it has been fixed. D Gillespie (TW) said that it hadn't been resolved yet. She did however confirm that a risk has been raised which involves finding a suitable contractor and that she will update him once completed. She also explained that the job can't be dealt with by the maintenance team on site due to the size of the equipment and that it will have to be outsourced.</p> <p>M Edwards (MRAG) asked if he could accompany the EHO on their walk around on a Thursday? He also mentioned that one of the circular tanks was out of service and that there was a lot of stagnant residue left in the bottom. D Gillespie(TW) confirmed that the tank has since been returned to service.</p> <p>D Gillespie asked Z Kadri (LBH) if they had noticed the leak on their walk around site. He said that they wouldn't particularly walk that area unless they received complaints or noticed odour monitor spikes in the area. He said they have a set route and that it is an internal operational issue for Thames to resolve. He also said the route was set up by Gerry McCarthy (LBH).</p>	<p>Action Dina</p> <p>Action Dina</p>	
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M Edwards (MRAG) wanted to know if the council received new complaints over the last 2 months. Z Kahri (LBH) confirmed that they have had 4 complaints and that residents would have had a response. He also said that when complaints are received from MRAG it doesn't specify the time and date of the incident and that they have raised this previously with MRAG. He explained that when a complaint is received, they will visit the complainants property with a mobile Jerome monitor and take reading outside the complainants property. He said if the odour is above the trigger level they will contact Thames Water to find out the reason.

M Edwards (MRAG) said that he is concerned that the council never identify the relevant source of the odour and it never gets to a stage where the necessary action are taken. R Aylard (TW) said that the recent complaints were traced back to the washpactors, however there is times when it cannot be traced, but most times the problem is found if they know about it quickly.

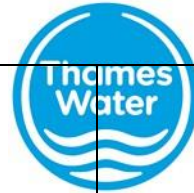
G Thomas (TW) confirmed that recently when a customer had contacted her directly, she could get the team to investigate at the time of the event and resolve the issue quickly.

3.1 **Mosquito update**

B Ismay (TW) presented the mosquito graphs. She explained that due to the warm weather they continued with the summer schedule into November as the water temperature was above 10 deg.

N Watts (TW) wanted to know the reason for the increase in numbers in week 44. B Ismay (TW) said the ratio changes when going to winter, the mosquitos start to move around a lot more and that is the reason. They are then also found in different areas and not just one. She also said that when it is a really hot summer you see an increase in mosquitos. She confirmed that they survey the whole site and not just a set route. She also confirmed that when they identify an area with larvae it will be treated.

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3.2	<p>Biodiversity update</p> <p>J Clarke (TW) explained her role to the group. She said that her team looks at the impact on the environment. She said that at Mogden they work in partnership which works well for the wildlife. She confirmed that the carved benches for the foot path has now been funded. She also said that the v weir was highlighted in a report as no 2 for fish passage. She also said the temporary eel path on the bank is being made permanent and that they are looking at putting up swift boxes on the tower.</p> <p>B Edwards (resident) wanted to know about the badgers on site. Jane said that there are night cameras on site and that they can look at putting it out again.</p>	Jane Clarke	
5	<p>AOB</p> <p>B Edwards (Resident) asked that the drain opposite the steam and water museum at the bus stop be investigated for any blockages.</p> <p>Next Meeting to be held on 30 April 2020</p>	Gayle Thomas	

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