

Residents' Liaison Meeting



Minutes of Meeting

24 September 2020

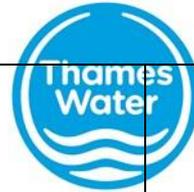
Attendees	
Organisation	Name
Thames Water	Richard Aylard (Chairman)
	Nigel Watts
	Dina Gillespie
	Gayle Thomas
	Mark Colvin
	Julian Dempster
	Jane Clarke
	Barbara Ismay
London Borough of Hounslow	Tony Bull
	Leroy Phillips
	Zaheer Kadri
	Cllr Katherine Dunn
Residents	Murray Edwards
	Barry Edwards
	Keith Knight

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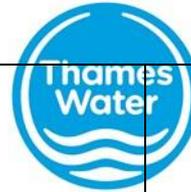
No.	Content	Action	Date
	<p>The chairman Richard Aylard (TW) welcomed the residents and requested that all attendees introduced themselves.</p> <p>The chairman outlined the agenda for the evening's meeting.</p>		
1	Review of previous minutes		
1.1	<p>Actions of previous minutes</p> <p>B Edwards (TW) asked about oxygen levels at the outfall once the abstraction mitigation is completed and R Aylard (TW) confirmed that the figures will be provided to B Edwards</p> <p>D Gillespie (TW) confirmed that the compactor has been fixed. She also said that the request from M Edwards (MRAG) to accompany LBH on their Thursday walk around will have to be approved by LBH.</p> <p>J Clark (TW) said that the night cameras for the sighting of the badgers on site will be installed again.</p> <p>G Thomas (TW) confirmed that no blockage was found at the bus stop on Kew Bridge</p>		

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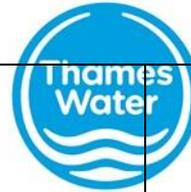
2	<p>Operations</p> <p>2.1 Lower Thames Abstraction Mitigation Project</p> <p>J Dempster (TW) gave a final update. He said the construction and commissioning is complete and that they are running the final tests.</p> <p>He said that they also took an extensive trial by a sampling and modelling study to ensure the solution is optimized to increase oxygen levels in the river especially at low flow conditions</p> <p>R Aylard (TW) wanted to know when it will be used and if the project will be checked over time to ensure it delivers as expected. J Dempster (TW) said it is dependent on flows as well as the existing oxygen level in the river. He also said that final testing is still being undertaken.</p> <p>Mogden Update</p> <p>2.2</p> <p>D Gillespie (TW) gave an update following the walk around site with MRAG. She said that the shutter door on the east side inlet screen has now been fixed and that the doors can now be kept closed as previously it had to be kept open due to the high level of condensation in the building. She also said that they have reinstated the weekly rag removal from the aeration lanes on battery E.</p> <p>She confirmed that PST doors on 1 to 8 has now been completed and the skips are being replaced with ones that are closed.</p>	
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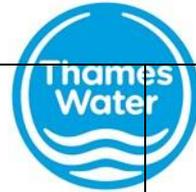
<p>2.3</p>	<p>Mogden STW Resilience</p> <p>R Blake (TW) gave an update on the investment over the next 5 years at Mogden. He said the project is made up of 3 drivers which is to ensure the site can robustly maintain flow to treatment and compliance. He said growth are expected in the catchment area over the next 15 years and they are carrying out investigations to ensure the existing tanks have the capacity. He also said that some improvements will be made to the tanks to ensure optimization to avoid having to build more tanks. He said from time to time there is a need for a major capital investment and some equipment may need to be replaced or refurbished as it could be reaching the end of their life span.</p> <p>Battery C and D blower and air pipe requires replacement as well as existing blowers and air pipes. He said that some excavation will be required due to some of the pipes being underground. He also said that the aeration lanes require configuration to maximize the output by replacing bits of plant that is above ground.</p> <p>The digester refurbishment will include draining, cleaning as well as some internal repair work as well as some modifications. He also said that the roof of the digesters will be replaced with new roofing and the work will be carried out over a 3-year period. As well as some electrical work across the site they will also improve the capacity of the east side inlet to accommodate high flow. He also said that that replacement of tanks will be the biggest construction type of work on site and that they also improving the biogas systems and provide new CHP engines.</p> <p>The smaller projects will start by the back end of 2021</p> <p>R Aylard (TW) asked what residents can expect in terms of odour and noise. R Blake (TW) confirmed that there will be no heavy construction work and no significant impact on the neighbors. N Watts (TW) asked that TW include in the next meeting how the work will be communicated to residents.</p> <p>M Edwards (MRAG) asked if the work will be odour neutral and R Blake (TW) confirmed that protocols will be followed around how they drain down and clean tanks to mitigate any impact of odour during the work. He said that the work will be beneficial as a sludge tank will be changed and there will be a significant benefit to the digester area. He also said that they will be improving the site and the way it works which will have a benefit to odour being released. He confirmed that before any work will be carried out, they will go through an environmental impact assessment as part of the process. M Edwards (MRAG) asked if planning permission is required. R Blake (TW) said that majority of the work will be done under permitted development but that a full EIA screening will be done to ensure the work that is being undertaken is compliant and any impact mitigated.</p>	<p>Action GT</p>	<p>January 21</p>
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	<p>3 Customer Communication and Engagement -Complaints G Thomas (TW) presented the complaints received as per the presentation graphs. She said that complaints are only for TW and does not include the complaints sent to LBH. She confirmed that at the time of the complaints the storm tanks were in use and that they experienced an underground sludge main burst as well as a cracked joint that caused a sludge spillage at the time.</p> <p>M Edwards (MRAG) wanted to know if TW had received complaints from the London Borough of Richmond. He said that he made 2 complaints to Richmond to test the system and that he received no feedback from Richmond Council following his complaints. He asked that TW contact Richmond Council to enquire about the process. G Thomas (TW) will take this away as an action. She also confirmed that the Mogden reporting number is now a hot line and calls will go straight through to an operator when reporting complaints and that the resident will get a call back within 24 hours.</p> <p>3.1 Mosquito update B Ismay (TW) presented the mosquito graphs. She said that they started to survey under the summer schedule on 21 April 2020. She said that the graphs are normal for a hot summer. M Edwards (MRAG) for the number of mosquito complaints and G Thomas (TW) confirmed no complaints was received. T Bull (LBH) wanted to know the whereabouts of the areas with many adults. B Ismay (TW) confirmed that it wasn't on the parameter but the essential part of the site and the peaks on the graphs was mostly around the aeration lanes due to ongoing works that they weren't able to survey due to H & S.</p> <p>3.2 Biodiversity update J Clarke (TW) explained her role to the group. She said TW is working with the EA and the Zoological society of London on a consultation project. She said they were going to do some soft engineering on the weir at Mogden and that a specialist has been sourced to assist with the project. She said the project will enable fish migration in the river especially eels. She also confirmed that she will be picking up the badger survey again at Mogden by putting out the night cameras.</p>	<p>Action GT</p>	<p>January 21</p>
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4 AOB

B Edwards (MRAG) said that he had a couple of odour incidents in Isleworth that was brought to his attention and wanted to know what was done to abate it. D Gillespie (TW) said that overnight they experienced a spike in odour due to a full skip on the east inlet works and that it got removed immediately.

Next Meeting to be held end of January 2021

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