

Mogden Sewage Treatment Works

Residents Liaison Meeting

24 September 2020



Agenda

- **Welcome and introductions**
- **Review of previous minutes and actions**
- **Operations update:**
 - Lower Thames Abstraction Mitigation Project Update
 - Mogden Update
 - Investment plans (2020 -2025)
- **Customer communication & engagement:**
 - Complaints update
 - Mosquito update
- **Biodiversity update**
 - Update on CSR activities and Community Events
- **Any other business**

Lower Thames Abstraction Mitigation Scheme

Julian Dempster



Mogden

Lower Thames Abstraction Mitigation Scheme

Update

- **Construction Complete**
- **Commissioning Complete**
- **Final Testing underway – planned completion Sep/Oct 2020**

14 AERATORS



Mogden

Lower Thames Abstraction Mitigation Scheme

Update

Guiderrail
restraint
install



Stopgate
being lifted
into place
for isolation



Weir
penstock
install



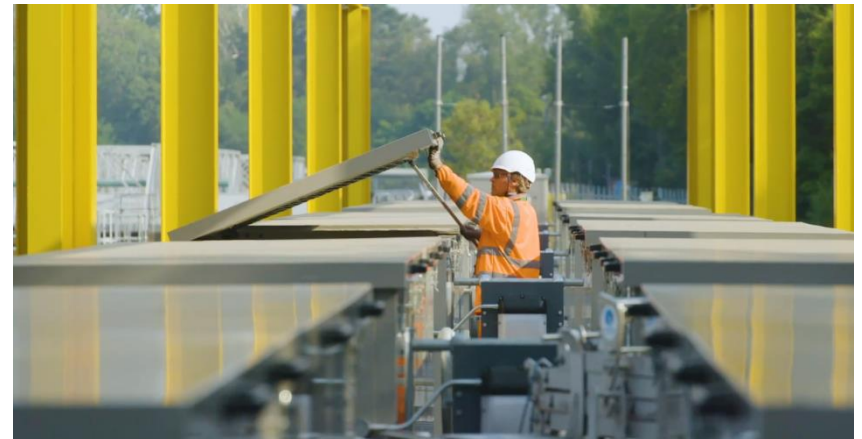
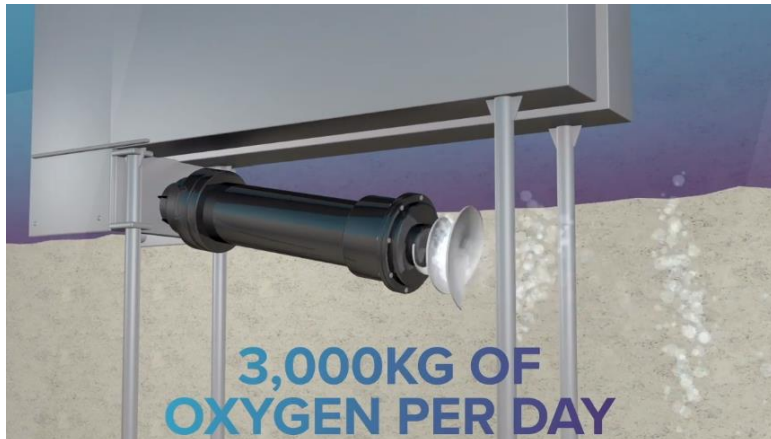
Aerator
Kiosks with
view of
overhead
crane



Floating
Aerators in
action

Key Project Achievements

- Extensive upfront pilot trial, sampling and river modelling study to optimise solution
- Innovative design enabled construction within the footprint of the existing historic outlet channel
- Increased oxygen levels in the River Thames to help enable fish to migrate and protect river aquatic life



Mogden Update

D Gillespie



- East inlet screen house: roller shutter door fixed and closed
- East inlet screen house: fire alarm modified. Anti-fog lens on the fire beam and anti-fog reflector on the beam detector installed
- E Battery: weekly rag/debris removal from aeration lanes



Skips





Mogden STW Resilience

Project Update

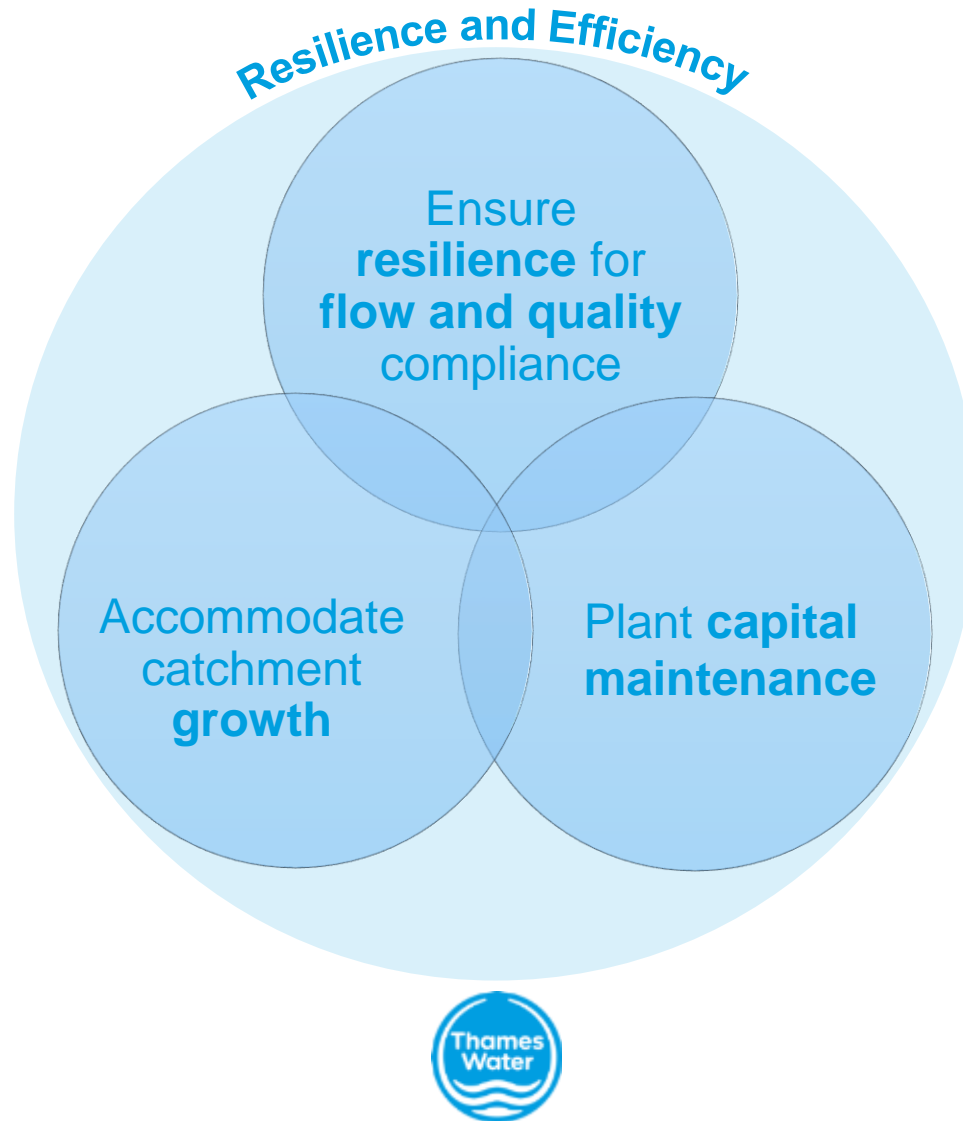
Contents

Mogden STW Resilience Update

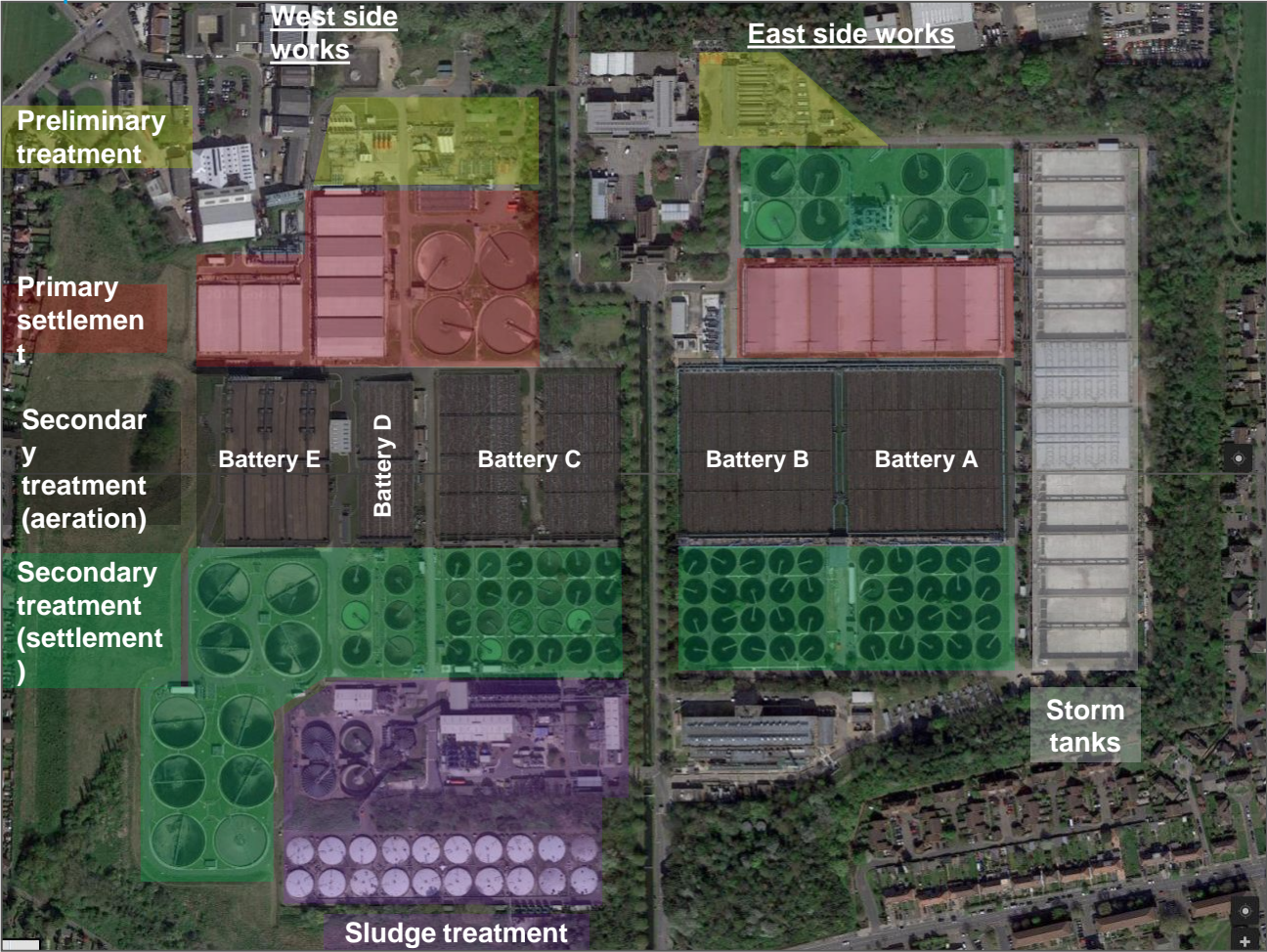
- Project Drivers
- Project Scope
- Indicative Project Timeline



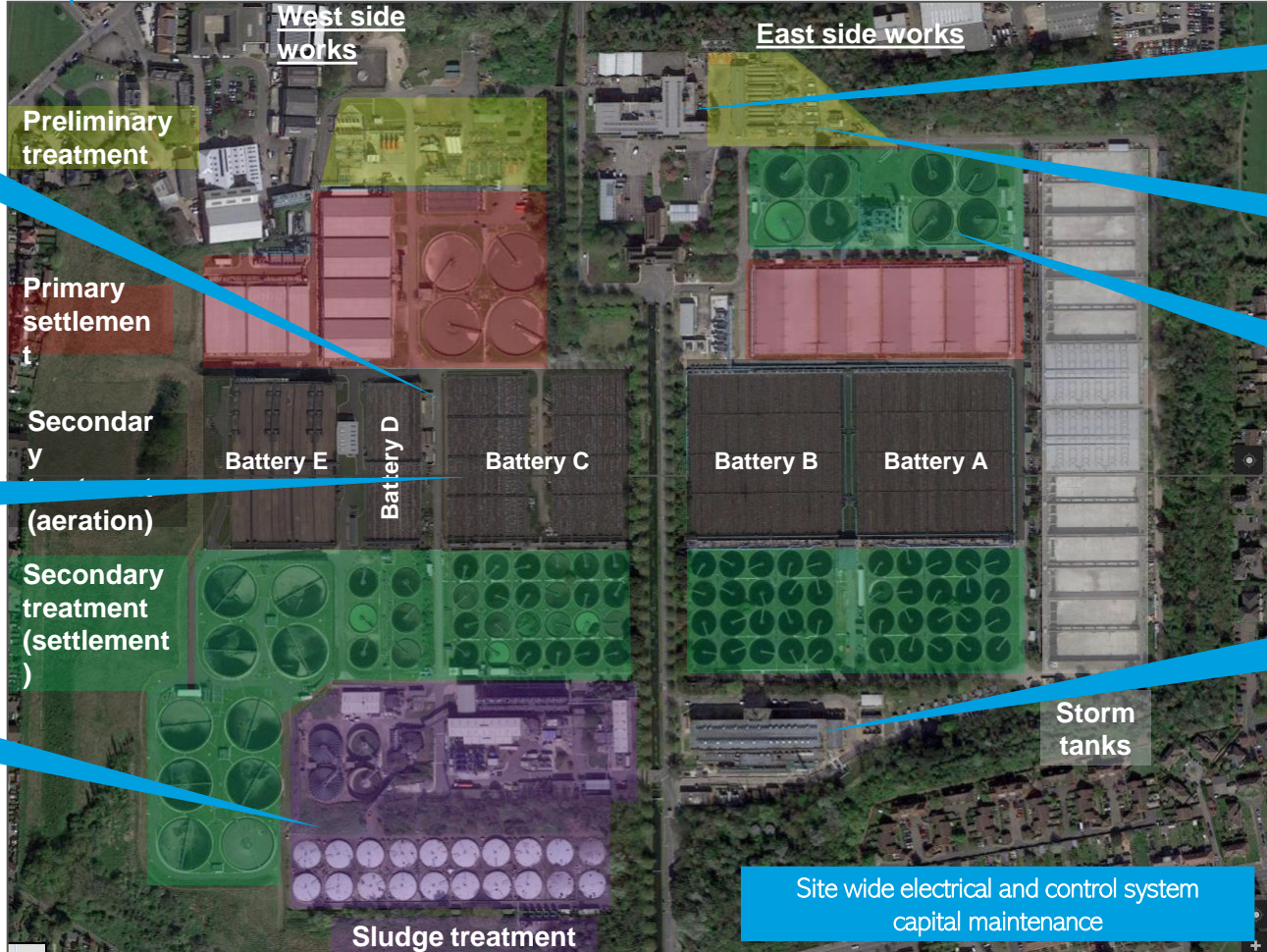
Project Drivers



Project Scope



Project Scope



Battery C & D blower and Battery C air pipework replacement

Improve capacity and resilience to Battery C

Digester refurbishment and modifications

Inlet pumping station electrical replacements

Improve east side inlet works capacity

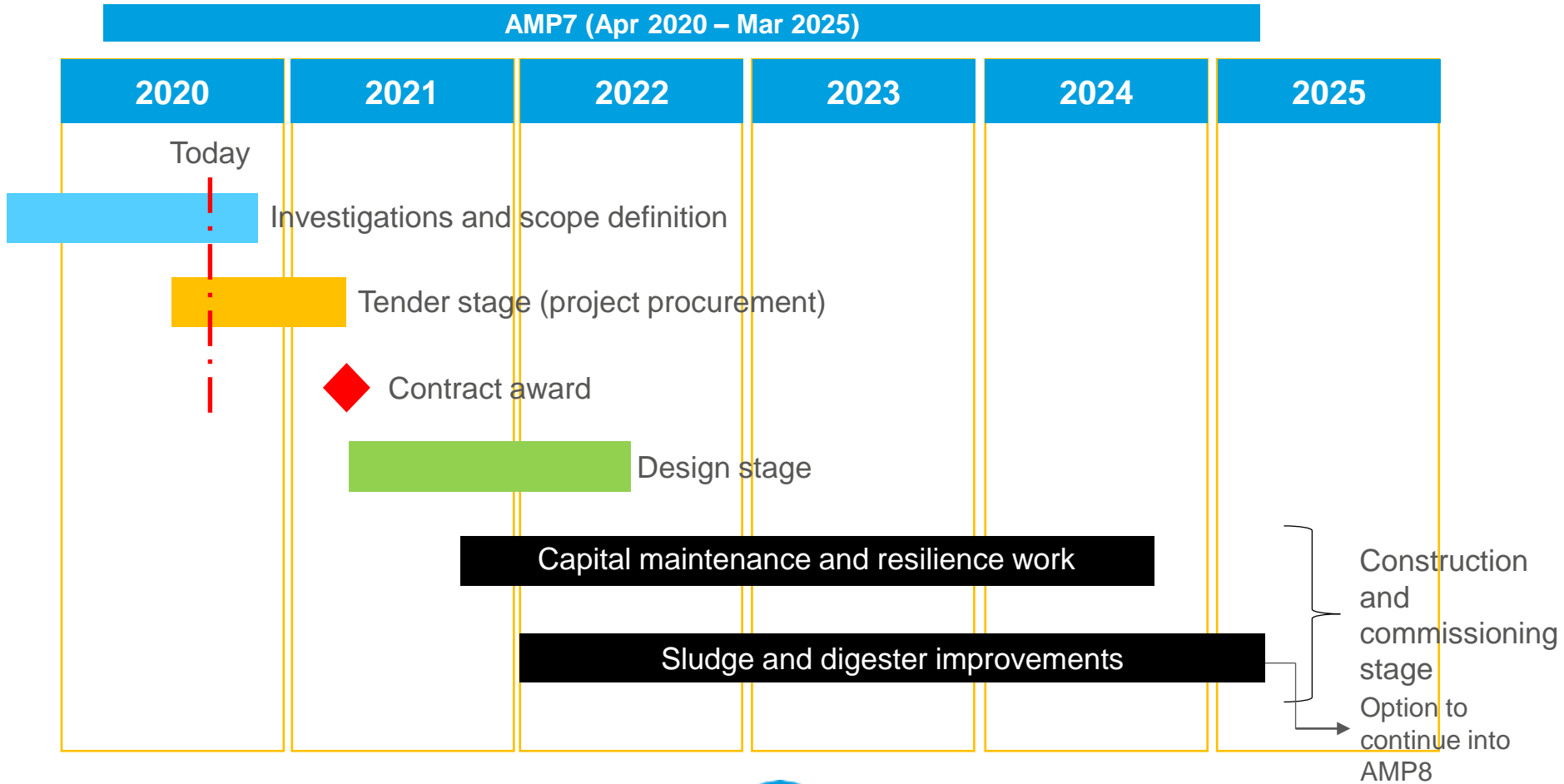
Improve final settlement tank flow throughput

Biogas system improvements and new combined heat and power engine

Site wide electrical and control system capital maintenance



Indicative Project Timeline



Customer Communication & Engagement

G Thomas, B Ismay



Complaints Process



1. Call to our priority 0800 0093984 number is the best way to report a problem.
2. Email us at Mogden@thameswater.co.uk. This mailbox is monitored during normal office hours of 8 am to 5 pm, Monday to Friday.

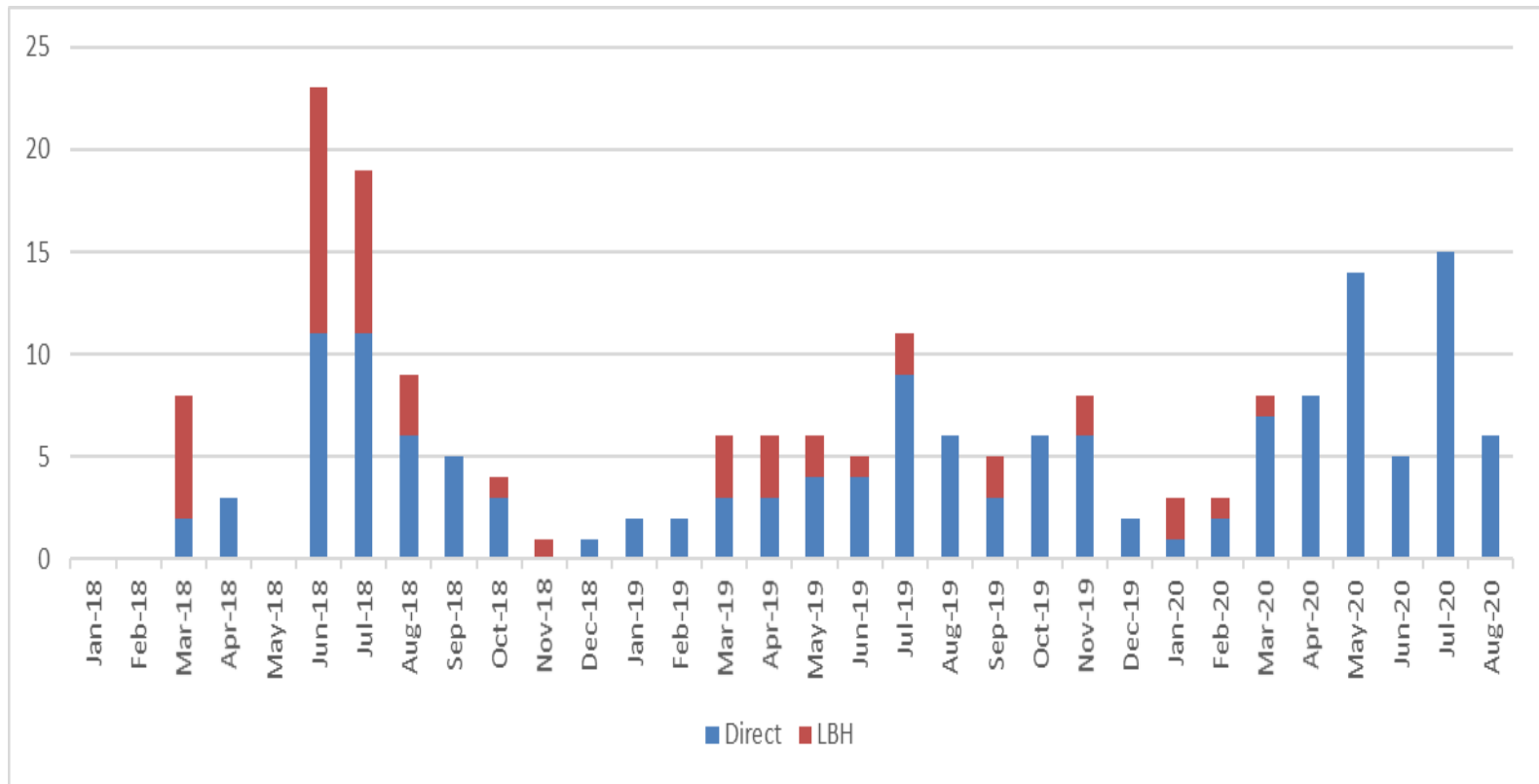
Benefits:

- 0800 0093984 is now a 24hr hotline with knowledgeable operators.
- Complaint will be passed to the site team immediately for an investigation.
- Callers will receive a call back with an update in 24hours.
- To speed things up and to provide a personal service we want to hear about concerns directly from residents, MP's or Cllr's.
- We aim to reply to emails within 24 hours and always within 10 days

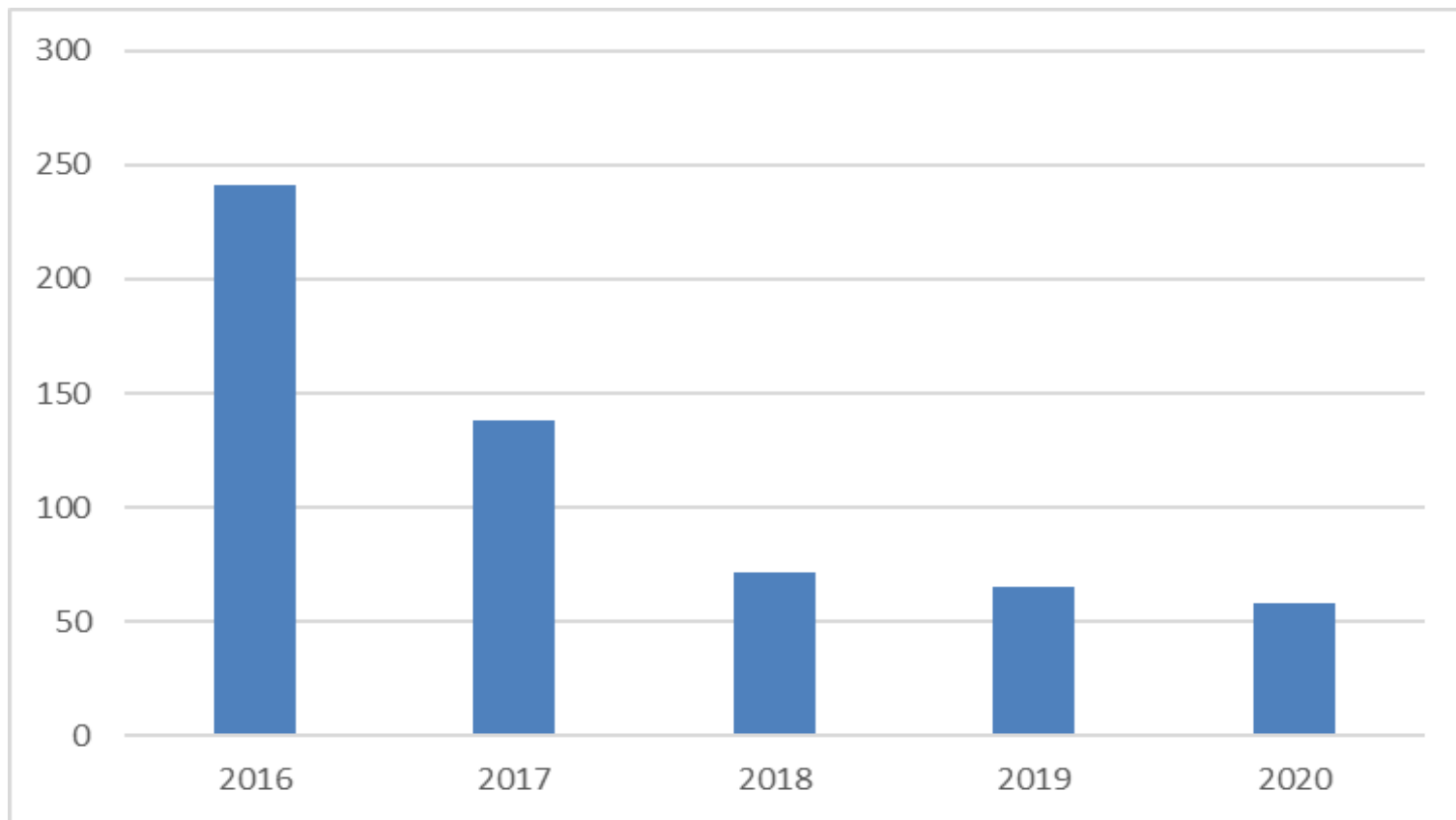


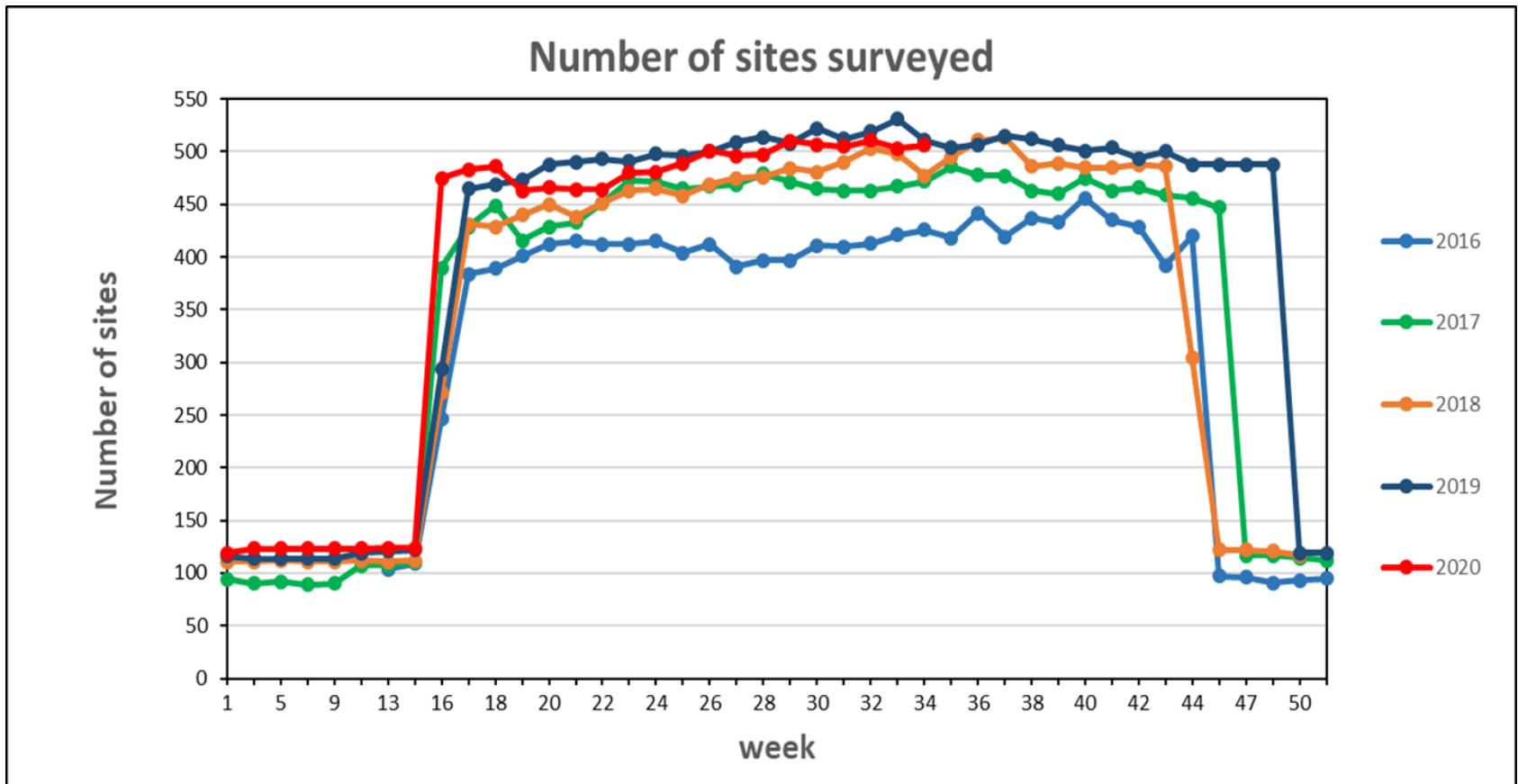
Mogden Sewage Works- Odour complaints update

Number of complaints January 2018 to August 2020

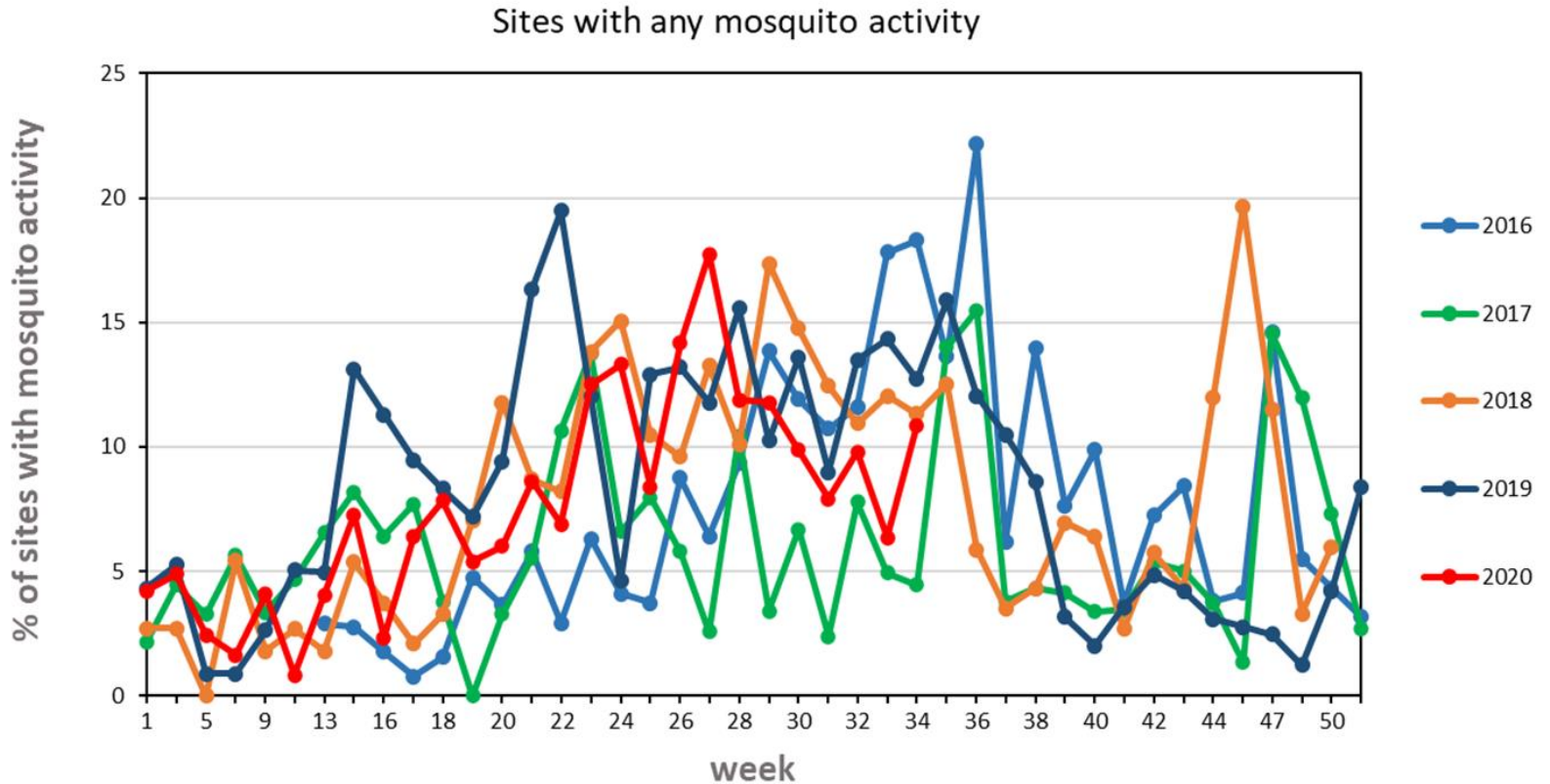


Mogden Sewage Works- Odour complaints 2016 - 2020

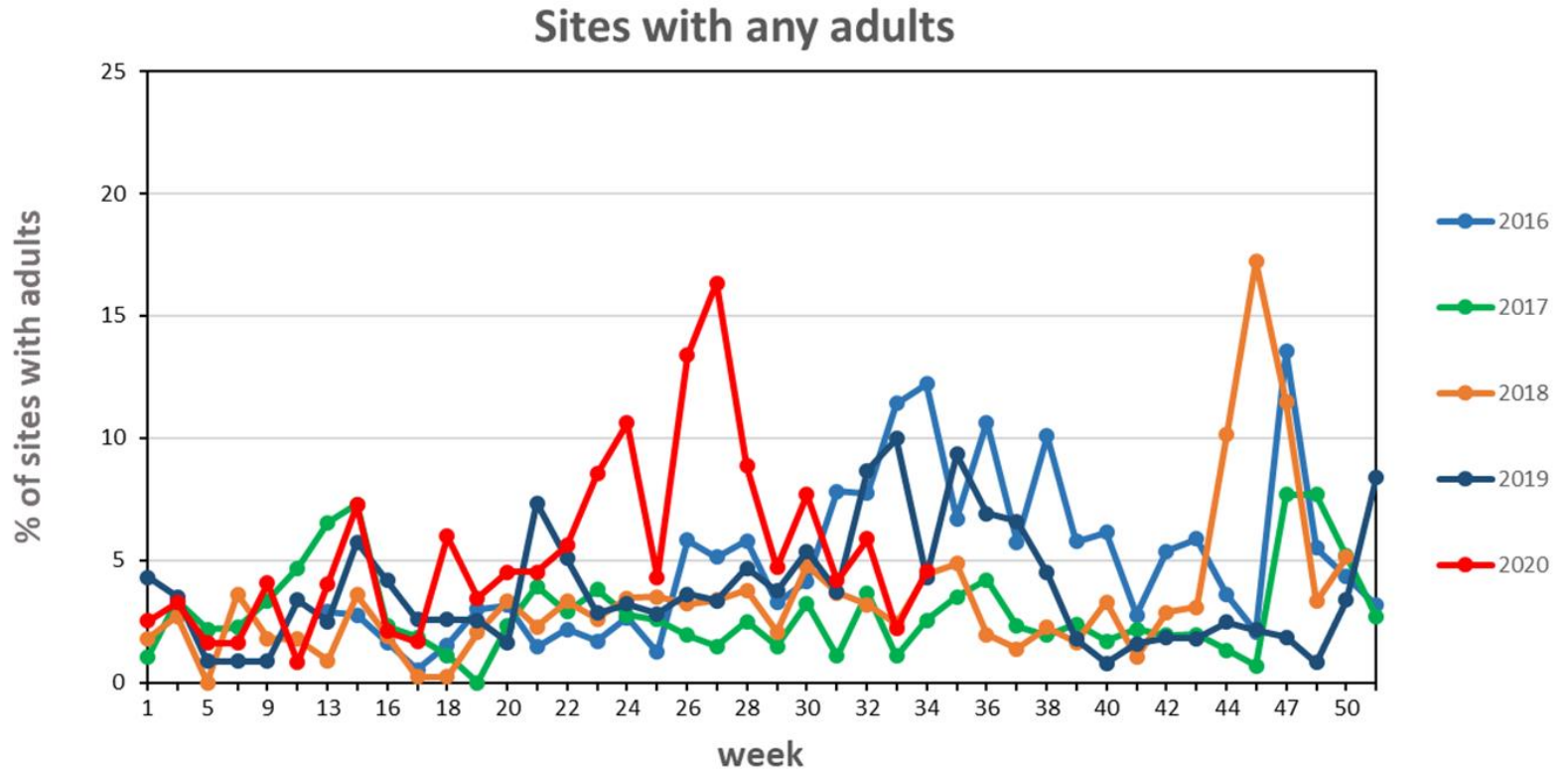




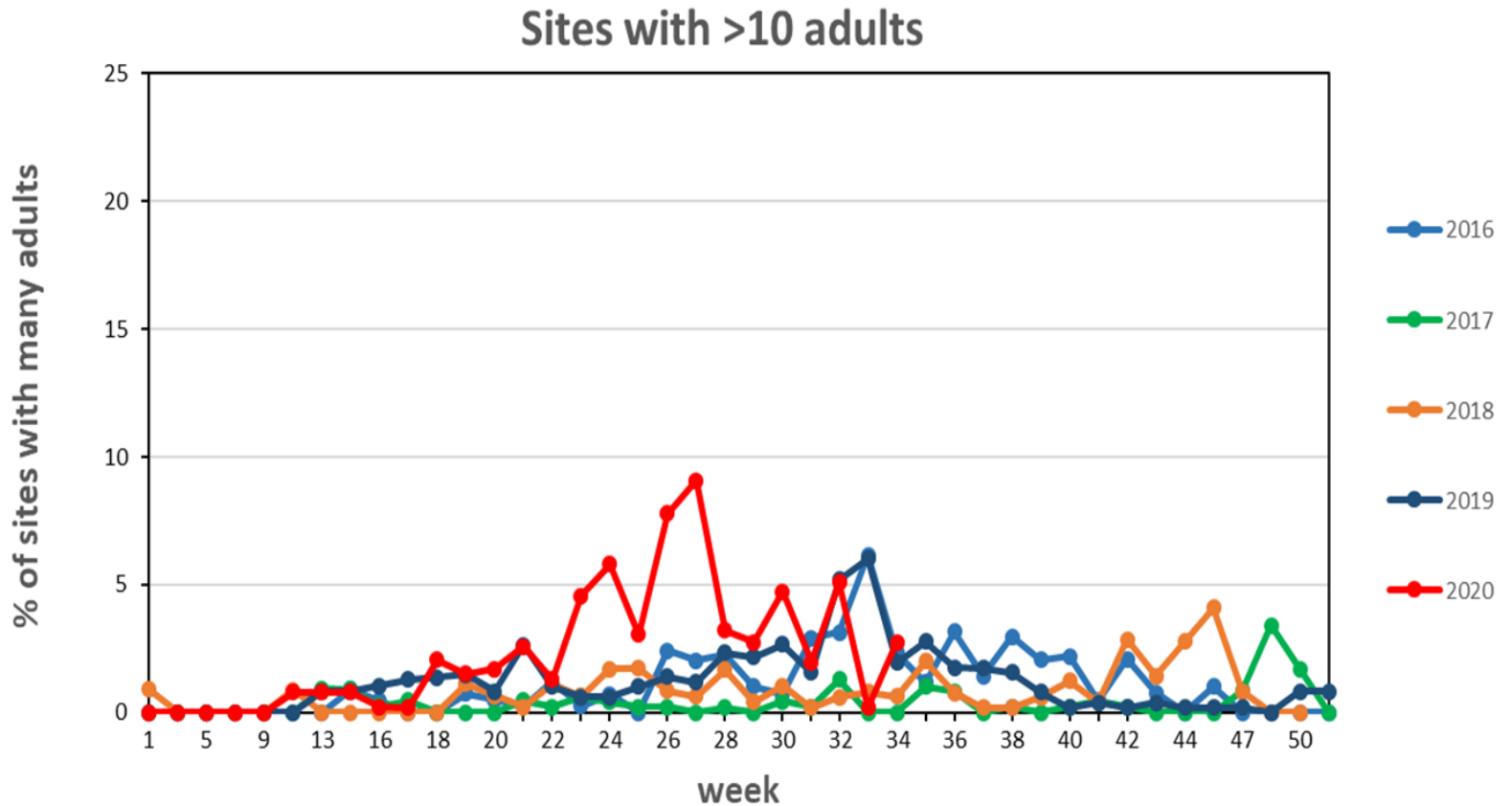
Mogden Sewage Works – Mosquito update



Mogden Sewage Works – Mosquito update

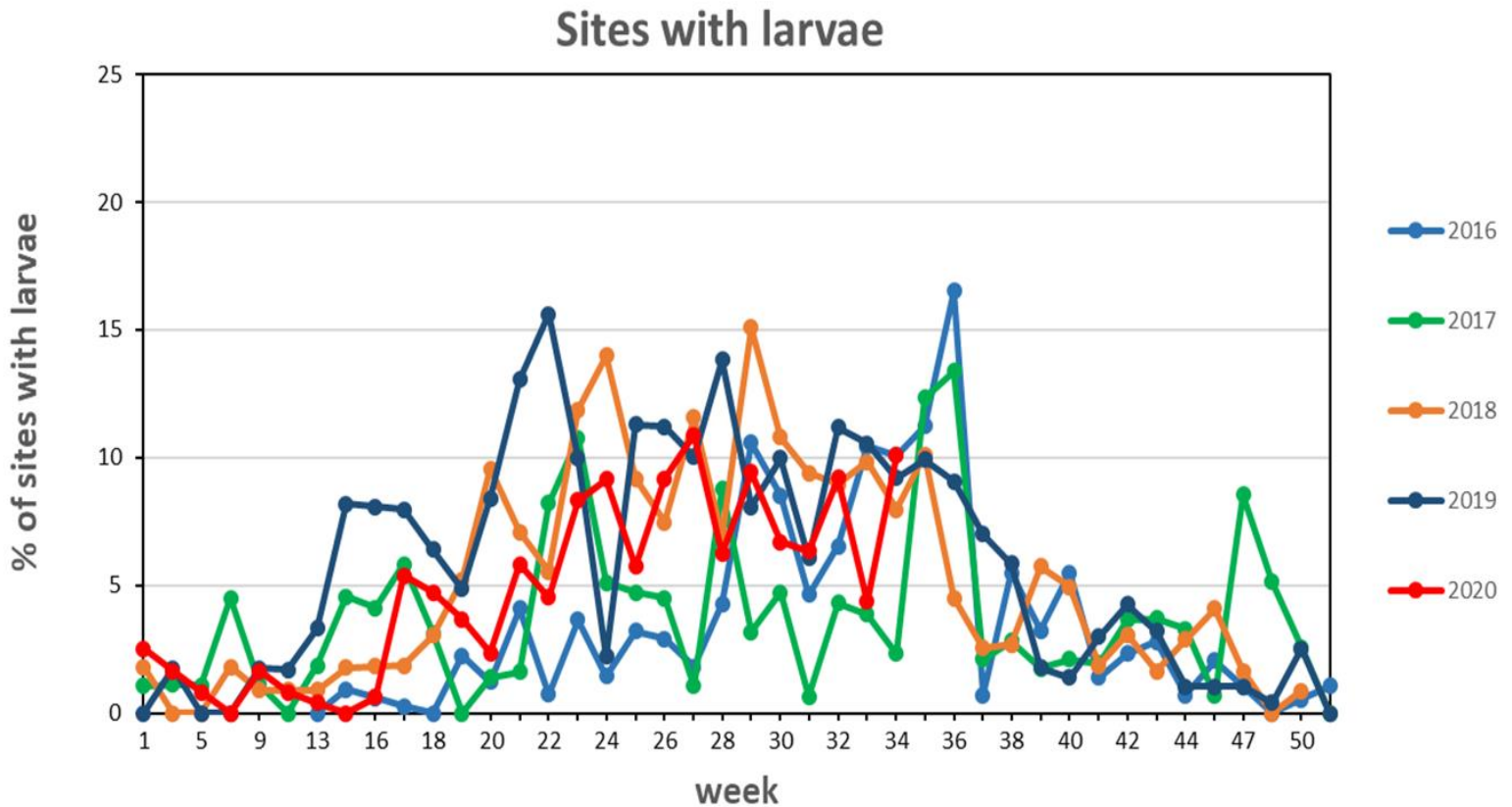


Mogden Sewage Works – Mosquito update



Mogden

Mogden Sewage Works – Mosquito update





Mogden Sewage Works Biodiversity Update

Jane Clarke

Kempton Nature Reserve Manager & Mogden Biodiversity Projects

1. Environment Agency Application for Engineering on Mogden weir to remove obstacles in fish migration on Duke of Northumberland river
2. River Ecology Filming for video for Lower Thames Abstraction Mitigation Scheme regarding oxygen and fish ecology
3. Badger survey at Mogden to be organised using wildlife cameras in near future



AOB



Thank you

