

Minutes of the Mogden Residents Liaison Meeting

Microsoft Teams (Virtual Session)

29/07/2021

Present

Richard Aylard (TW)
Dina Gillespie (TW)
Samantha Duffy (TW)
Richard Blake (TW)
Jane Clarke (TW)
Gayle Thomas (TW)
Matthew Harrow (TW)
Mark Colvin (TW)
Simon Cass (Resident)
Katie Vassar (Resident)
Mark Smith (Resident)
Rob Gray (FORCE)
King Family (Resident)
Barry Edwards (Resident)
Gareth King (Resident)
Cllr Katherine Dunn
Ruth Cadbury (MP)
Jenni Heavingham (Resident)

- Welcome and introductions – Richard Aylard

Presented by Richard Aylard (TW), started with a review of the minutes of the last meeting as well as the actions needed.

Review of previous minutes and actions – Richard Aylard

Reviewed as per the last meeting notes, agreed that all the actions have been done and closed. Murray Edwards asked about the attending site together with LBH and confirmed that it took place last week. Minutes of Meeting was sent out as agreed. Anna King wanted to know about when they will receive the report and confirmed that the report has now been circulated.

Sewage discharge into DNR update – Richard Aylard

Richard Aylard (TW) reports finding as per the Incident Summary presentation used in the meeting. Richard Aylard (TW) runs through what happened on the day of the flooding of the DNR – please refer to ‘Mogden Residents Liaison Meeting’ slide deck for incident summary.

Richard Aylard (TW) talks through the ‘Actions’ as per the presentation- He said there was a clean up of the affected areas which went in phases with the initial clean-up followed by a more detailed clean up by specialist contractors. He said that 80% of the rubbish cleared was general litter in the river which they cleared. He confirmed that the river will be monitored by their environmental specialists who will look at longer term impacts from the flooding and if any restocking is required provided that the Environment Agency are happy with it, they will do what ever is necessary to get things back to the way they were. He also said that sometimes the Environment Agency prefers to let the stocks recover naturally from upstream.

Richard Aylard (TW) talks through the ‘Event Learning presentation’. He said this was a summary for the people that haven’t seen the report. He confirmed that they never had a spill from the sewer before and since they now had one, they alert to it and need to work out where it might happen when they have the long-term solution in place. He said by using what 3 words it gives a very refined location point. He also said that what 3 words are being used by emergency services now and that it is much more useful than post codes as it gives you a 3metre square that can be located quickly. He said that a detailed review has been undertaken and as mentioned in the report this is to ensure future incidents are escalated quickly. He also said that there was a lot of concern regarding the Kids Mill Sluice Gate that had to be opened. He said that they’ve now had talks with the Environment Agency, and they know now how the gate works and have the emergency contact details. He also confirmed that all staff are being briefed on how it works on why it is important and what to do in terms of notifying the Environment Agency if ever they had a significant discharge of any sort that could increase the flow in the DNR.

Katie Vassar (Res) said that the culvert still hasn’t been rebricked as to what the report states on page 11. Dina Gillespie (TW) confirmed that the culvert has been temporary fixed while they get civil engineers to look at a long term and much more robust seal. She said that they will have a relook to ensure the temporary fix are robust and if not, they will do something about it.

Rob Gray (Force) said that he is concerned about the rapid buildup of grit and that TW still haven’t been able to identify it and he feels that they don’t know how likely it is to

happen again and what trigger events to look for in the future. Richard Aylard (TW) confirmed that they have investigated but have not been able to identify the cause. He said that the sewer picks up water, road runoffs and sewage over a large area and that he knows of other areas where they had concrete dumped down the drain by contractors as a cheaper way than taking it to landfill. He said they have tried as hard as possible to find the root cause of where the grit came from and that they have never seen anything like it before. Dina Gillespie (TW) said that at Mogden there are people that have been working there for 30 years and they also confirmed that they haven't seen anything like that before.

Rob Gray (FORCE) asked if there was an understanding of the nature of the grit. Dina Gillespie (TW) said from the photo's it looked like it had a lot of tarmac in the grit and that it could be due to the snowfall the previous weekend. Rob Gray (FORCE) said that he feels that if it is due to road breakup and potholes it is not unlikely to happen again. Richard Aylard (TW) confirmed that is why they have contingency plans to use as an alert for freezing weather.

Ruth Cadbury (MP) said it is good that TW recognize that the Kids Mill Sluice is a potential risk because neither TW nor the fire service could open the gate. She wanted to know if TW has had meetings with the fire service, so they have a dual contingency plan. Richard Aylard (TW) confirmed that they had meetings with the Environment Agency as it is their asset and their responsibility to operate it. He said that they had a hot line to the Environment Agency to dispatch someone to get it open if necessary. Richard Aylard (TW) said that he will ensure the Fire Service and the Environment Agency are joined up. Ruth Cadbury (PM) wanted to know if TW had a post event catch up with all the services including Hounslow Council. Richard Aylard (TW) said that they are happy to do that. Ruth Cadbury (PM) asked if the initial clean-up could have been done earlier? She wanted to know the standard time for TW to clean polluted areas.

Richard Aylard (TW) explained that they had to wait for the flow to go down and that that they aim to carry out a clean-up as soon as possible. He said they will normally start with domestic areas such as people's gardens and if necessary, houses. He said that the clean-up team were mobilized quickly, and specialized contractors were brought in who did a thorough clean-up of all areas affected. He said in future they will work with the council to speed up the process. Ruth Cadbury (MP) asked if TW will be increasing their emergency response capacity as the change in weather patterns increases the risk of flooding incidents. She also wanted to know if the influx of grit is now part of TW risk register. Richard Aylard (TW) confirmed that it will now be a part of it and that they've not seen it before but since it happened now it will be part of their cold weather preparations. Ruth Cadbury (MP) asked if opening the sluice gate will have any impact if the tide is high on the Thames? Richard Aylard (TW) said that the tide is a factor in the

way the Environment Agency operates the sluice gate, but he said that it wouldn't make a difference and that he doesn't know if the sluice gate can be opened under all tidal conditions. Ruth Cadbury (MP) also raised her concerns about the levels of planned maintenance on Mogden. Richard Aylard (TW) confirmed that there is a section on improvement works at Mogden later in the presentation.

Barry Edwards (TW) said that TW should have been able to look at any blockage in their network and what it would do to the works if that inlet was blocked. He also went on to say that TW need a proper emergency response plan and that the risks aren't being found. He said that if TW can not identify where the grit came from how they will identify where the next blockage will come from. He said that he was concerned as he heard that TW hasn't compensated the residents for the raw sewage that went into their properties.

Richard Aylard (TW) said that any payments that was made to residents is a matter between the resident and TW and he can confirm that payments have been made and individual discussions has taken place with individual residents. He continued to say that as far as the risk is concerned this is a very large trunk sewer and that the blockage occurred at the inlet which caused the sewage to back up and that they must anticipate what could cause a blockage at the inlet.

Anna King (Res) she asked if TW diverted the DNR to run through Mogden Sewage Works so that they can extract water from the river? Richard Aylard (TW) said that is not the case and that they used to take a small amount of water to cool their heat and power units but that has now been superseded by air cooling and that the DNR has not changed since Mogden was build in the 1930's. Keith Knight (Res) confirmed that this was correct. Anna King (Res) asked when TW realized that they discharged into the DNR as they previously thought they discharged into the River Crane. Richard Aylard (TW) said it wasn't several days and that there was a miscommunication within the business and was sorted out within 24 hours.

Anne King (Res) said that if the Environment Agency was aware of the discharge into the DNR her house wouldn't have flooded and that they feel that the mistake/confusion has caused the flooding of the homes. Richard Aylard (TW) said that he wasn't sure when the Environment Agency were notified and even if they had he don't know if they would have picked up the connection with the Kids mill Sluice. Anna King (Res) said the breach in the culvert is in the fencing around your works and wanted to know why TW refers it as being outside the works. Richard Aylard (TW) explained that the works starts at the inlet and everything before that is networks, therefor they regard the issue as a breach of the sewer even though it happened in the boundary of the works. Anna King (Res) said that numerous mistakes was made which shows there was some negligence, but it is the technicality that this was within the works. Richard Aylard (TW)

acknowledged the point she was making but confirmed that this was a breach in the sewer and not the works.

Simon Cass (TW) said he isn't convinced with the explanation and that TW says there was 10 to 12 tons of grit removed as they only saw a photograph of a wheelbarrow full. He continued by saying that his Insurance company confirmed that he had a very good case but that they weren't prepared to take on TW. He said that if TW bricked up an overflow and that must be negligent. Richard Aylard (TW) confirmed it was never an overflow, but an air vent and the sewer was way above where it would ever be expected to get to. Simon Cass (Res) went on to say the sewage was in a storage tank and that there was no breach of a sewer. Richard Aylard explained that it wasn't a storage tank but a culverted sewer/pipe with flow. He said the culvert was built as an air vent because sewage quickly goes septic and as the sewage moves along the air needs to come out and it was bricked up because of odour complaints.

Simon Cass (Res) said if the culvert wasn't bricked up it would have trickled out and not come out as an explosion and he believes that is what caused the flooding. Richard Aylard (TW) explained that is not the case and it happened when it reached the level and there was a gap for it to come through.

Katie Vassar (Res) said that the flooding happened on Friday 29 and that Jonathan Coldwell (TW) called and only visited her on Wednesday 3rd February and at the Residents Meeting on 4th February was the first time they actually heard TW update them on the cause of the water going into the DNR. She said that she is surprised that part of the team was aware of the discharge into the DNR when it took just under a week to even confirm anything to residents and during that time, they didn't have anything. Richard Aylard (TW) apologized and said that he is sorry that they weren't quicker and that they got people there as quickly as they could.

Keith Knight (TW) mentioned all the various agencies talking to each other, so everyone knows what is going on. He said that Kids mill is ageing infrastructure and it does need a lot of upgrading. He said the entrance from the river crane to the river Thames was upgraded as well as the Mead Way but not Kids mill. He said to prevent this happening again they need technology so that the Environment Agency are aware of the flow and can remotely open the sluice gates. Richard Aylard (TW) asked that Keith Knight send him an email and he will raise it with the Environment Agency and that he will put it on the Agenda for the Multi Agency Meeting.

Jenni Heavingham (Res) said that her insurance claim was denied without any explanation and that the goodwill gesture didn't come near to everything she had lost. She said that the communication breakdown between the departments lead to the flooding and that she understands about the grit blocking the inlet but that in the past there has

been winters that was worse and she wants to know what was different this time having lived there for 30 years. Richard Aylard (TW) said that it is a personal choice to claim on her insurance and it will have to be discussed with her insurance and that they don't believe that they were negligent.

Mark Smith (Res) said that he is disappointed and instead of TW doing the right thing they are using every technicality, technical knowledge etc., to not take responsibility. He said he was hoping the report would be a better read but its not. He says the report generates distrust for him and the miraculous disappearance of 12 tones of grit, no sample of it and the culvert being bricked up and it wasn't. He said many things in the report was contradictory. He also said that there wasn't a huge amount of rainfall during the time of the flooding and the report doesn't add up. He asked that Ruth Cadbury (TW) do something about this.

- Mogden STW Resilience

Richard Blake (TW) talks through the presentation and provides update on the investment for Mogden. Please refer to slide deck for information presented.

Ruth Cadbury (MP) wanted to know about the discharging of diluted sewage into the River Thames. Richard Blake (TW) said that the work will ensure that they can continue and reliably treat their full flow to treatment and to ensure the site has the resilience to always treat the flow to treatment before going to storm tanks. Richard Aylard (TW) explained that at the moment the site struggles some of the time to treat as much sewage as it should before discharging to storm, but this means the site will always be absolutely robustly with a safety margin to always treat all of its permitted flow to reduce the amount of discharges that are happening at the moment.

Barry Edwards (Resident) asked what sort of odour monitoring will be included in the management plan. Richard Blake (TW) explained that they are optimizing, and the benefits are that they need to put less air into the sewage to get the same result. He said that is one of the key benefits of the work that will be carried out. Barry Edwards (Resident) asked about the various emissions as classified by the EA. Dina Gillespie (TW) confirmed that an odour impact assessment has been carried out. Richard Aylard (TW) asked if he is suggesting that since the expansion project the odour got worse? Barry Edwards (Res) confirmed that there was an improvement in some areas but said there was a problem with a large amount of foam forming on the top of battery E and that was causing most of the complaints. Richard Aylard (TW) said they will present on all the monitoring required by law on a construction site at the next meeting.

Gareth King (Res) asked about the discharging into the Thames and wanted to know if this will be built into the new project. Richard Aylard (TW) confirmed that there is a notification system when Mogden discharges into the Thames and will provide Gareth with the details and confirmed that the system is working well. He also confirmed that the notifications are very close to real when they are expecting discharges to help the rowers and river users.

- Customer communication and engagement

Gayle Thomas Presenting. Please refer to slide deck for information presented.

- Mosquito update

Matthew Harrow Presenting. Please refer to slide deck for information presented.

- Biodiversity update

Jane Clark Presenting. Please refer to slide deck for information presented.

- Ecological Assessment on DNR

Jane Clark Presenting. Please refer to slide deck for information presented.

- AOB

Richard Aylard (TW) confirmed that all the concerns/questions listed in the chat will receive a response by email within the next couple of days.

END OF MEETING MINUTES

Date of next meeting: Thursday 28 October 2021