





Mogden Sewage Treatment Works

Residents Liaison Meeting

04 February 2021



Agenda:

- Welcome and introductions
- Review of previous minutes and actions
- Mogden Update
- Complaint's update
- Mosquito update
- Biodiversity update
- AOB



Operations Update



Mogden Update

Dina Gillespie - Area Operations
Manager





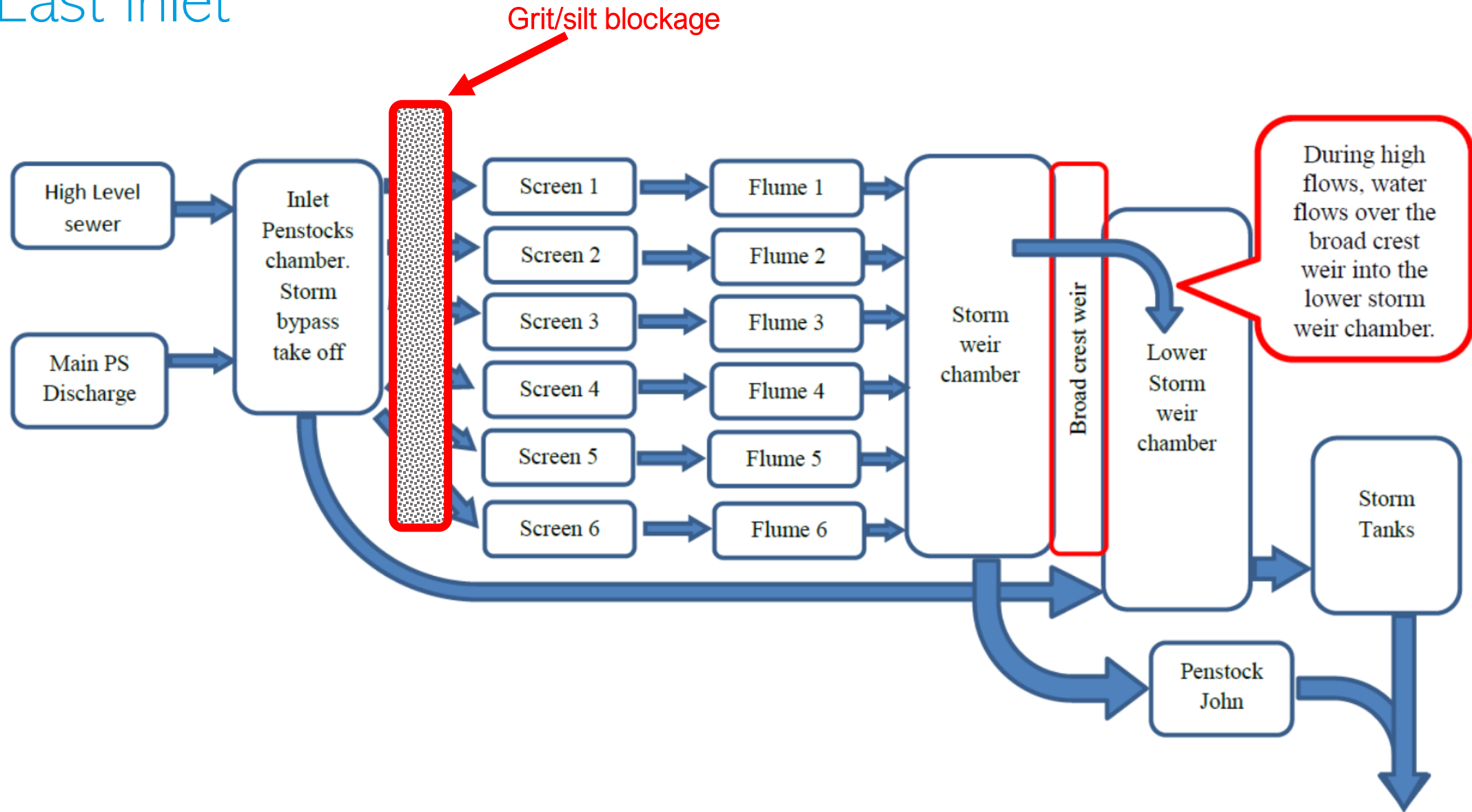
Sewage discharge in the Duke of Northumberland River

Mogden STW Friday 29th January 2021

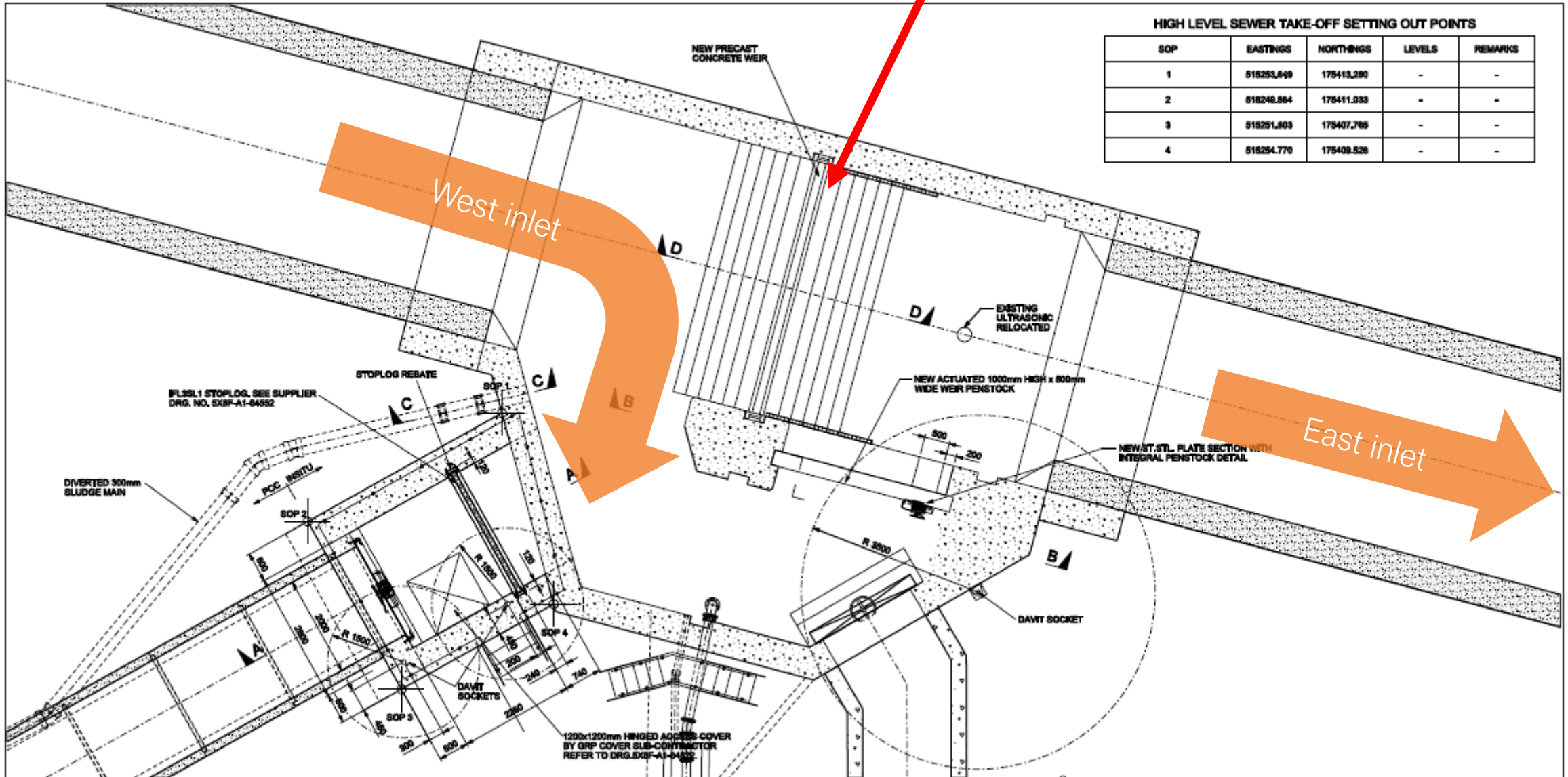
Timeline

Date/time	Event
28/01/21 17:00	Large volume of grit and silt started to build up in the inlet to the site
29/01/21 03:00	Tankers arrive on site to jet and remove grit and silt
29/01/21 05:30	East inlet screen channels completely blocked, flows diverted to storm tanks and River Thames
29/01/21 07:00	Dayworkers start manually digging out grit and silt
29/01/21 11:50	High level sewer rose to such an extent that it breached a bricked up culvert and discharged sewage into the Duke of Northumberland River
29/01/21 13:45	High level sewer discharge into DNR stopped
29/01/21 20:00	All grit and silt cleared from East inlet screens

East inlet

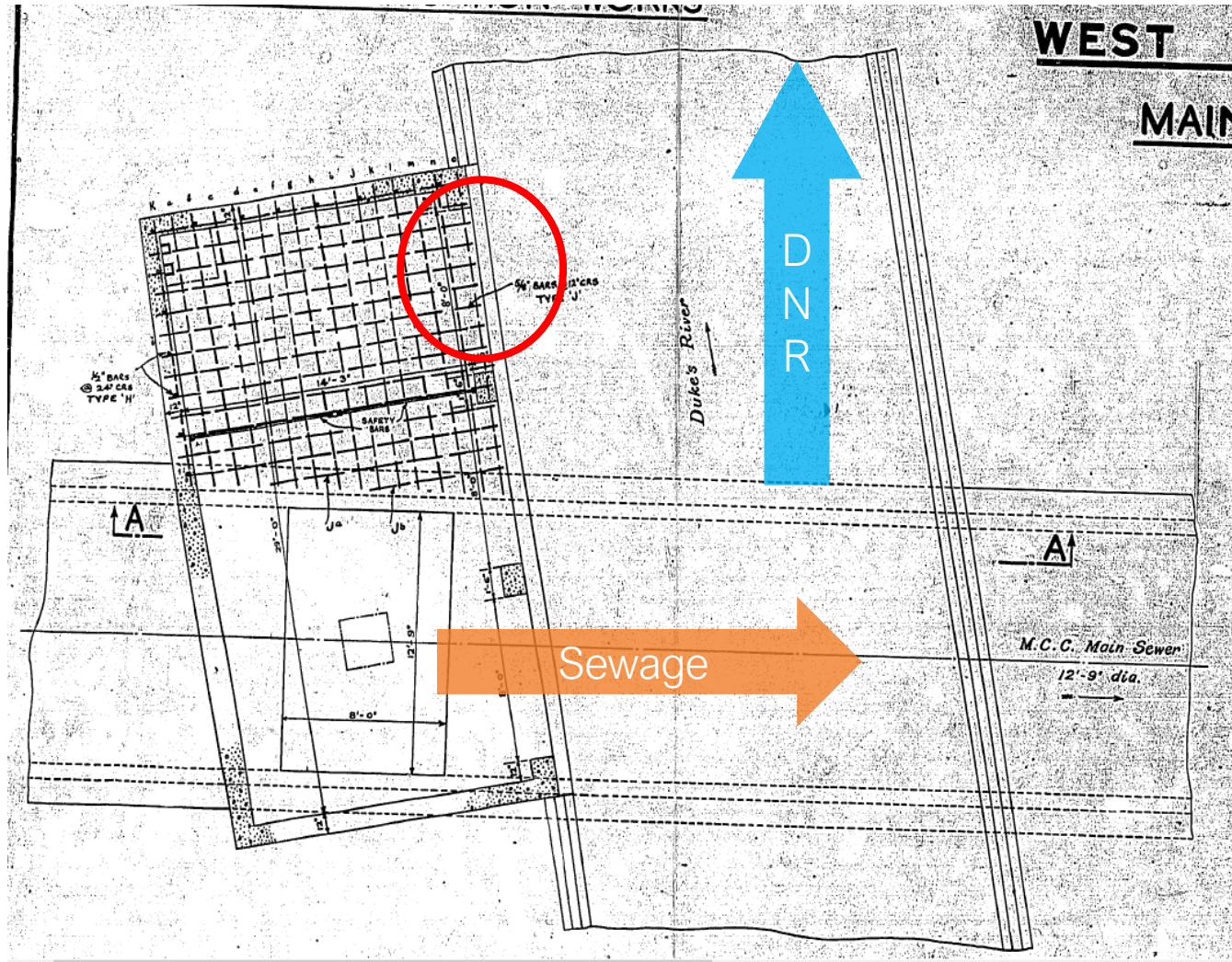


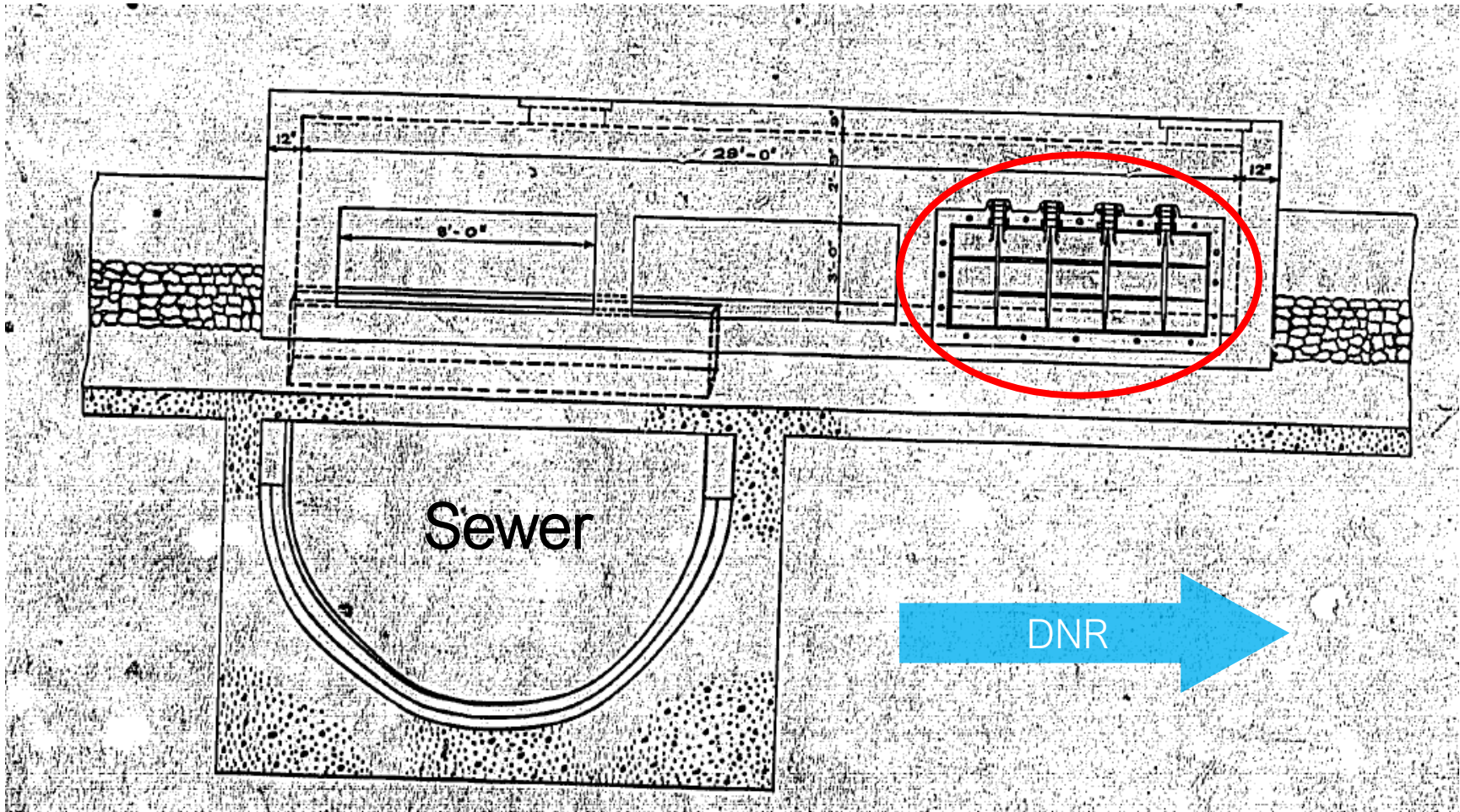
Weir
 Height = 2 metres
 Level of sewage on 29/01 = 4 metres



HIGH LEVEL SEWER TAKE-OFF SETTING OUT POINTS

SOP	EASTINGS	NORTHINGS	LEVELS	REMARKS
1	515253.649	175413.280	-	-
2	515249.884	175411.033	-	-
3	515251.803	175407.766	-	-
4	515254.770	175409.526	-	-







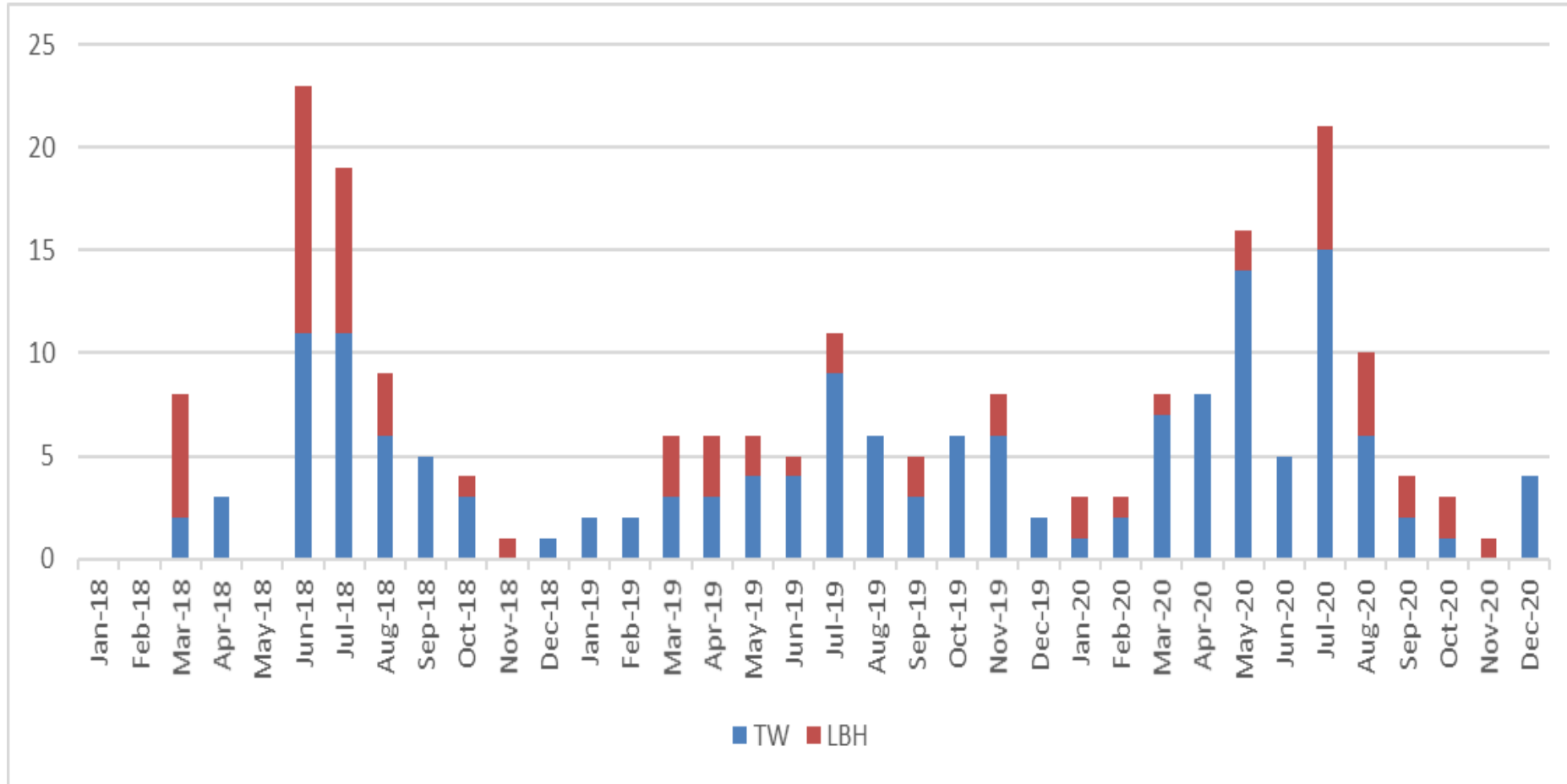
Customer communication & engagement

Customer communication & engagement

Gayle Thomas - Customer & Stakeholder
Manager



Complaints received January 2018 – December 2020



Complaints Update

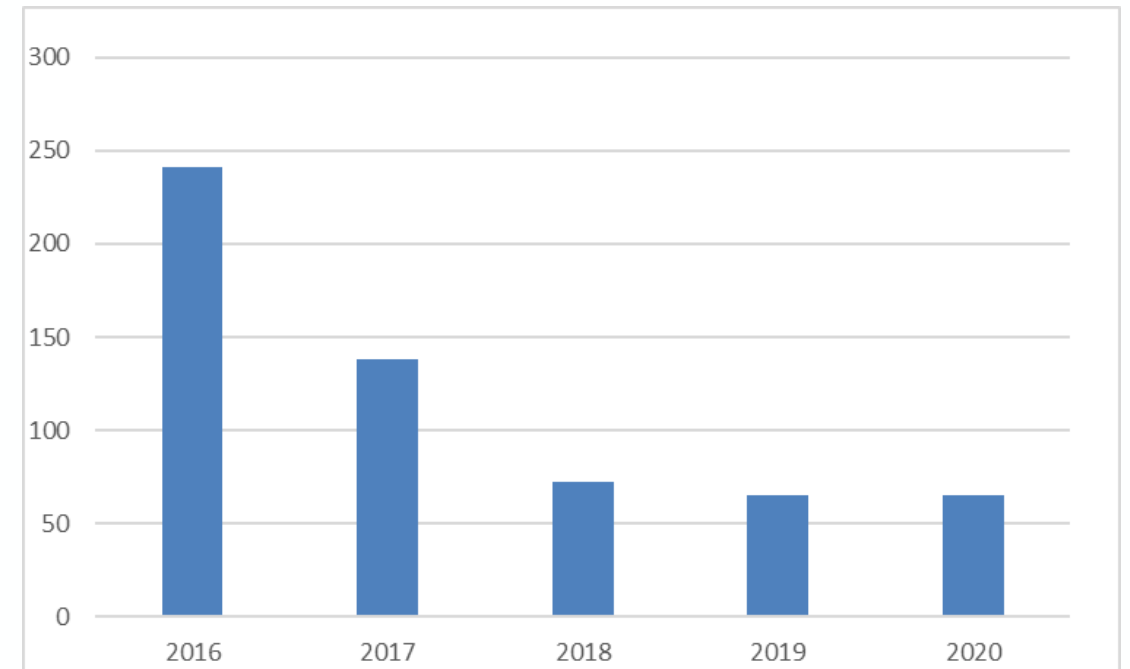
Issues that caused the recent complaints:

We received a complaint about odour from a resident that was in fact due to a blockage of fat and grease in the network due to sewer abuse.

Due to the wet weather in December we had an imbalance of digester feed in our Digesters of SAS and RAS, too much SAS makes the digesters more foamy.

We also experienced issues with the anti-foaming pumps.

Customer complaints 2016 - 2020

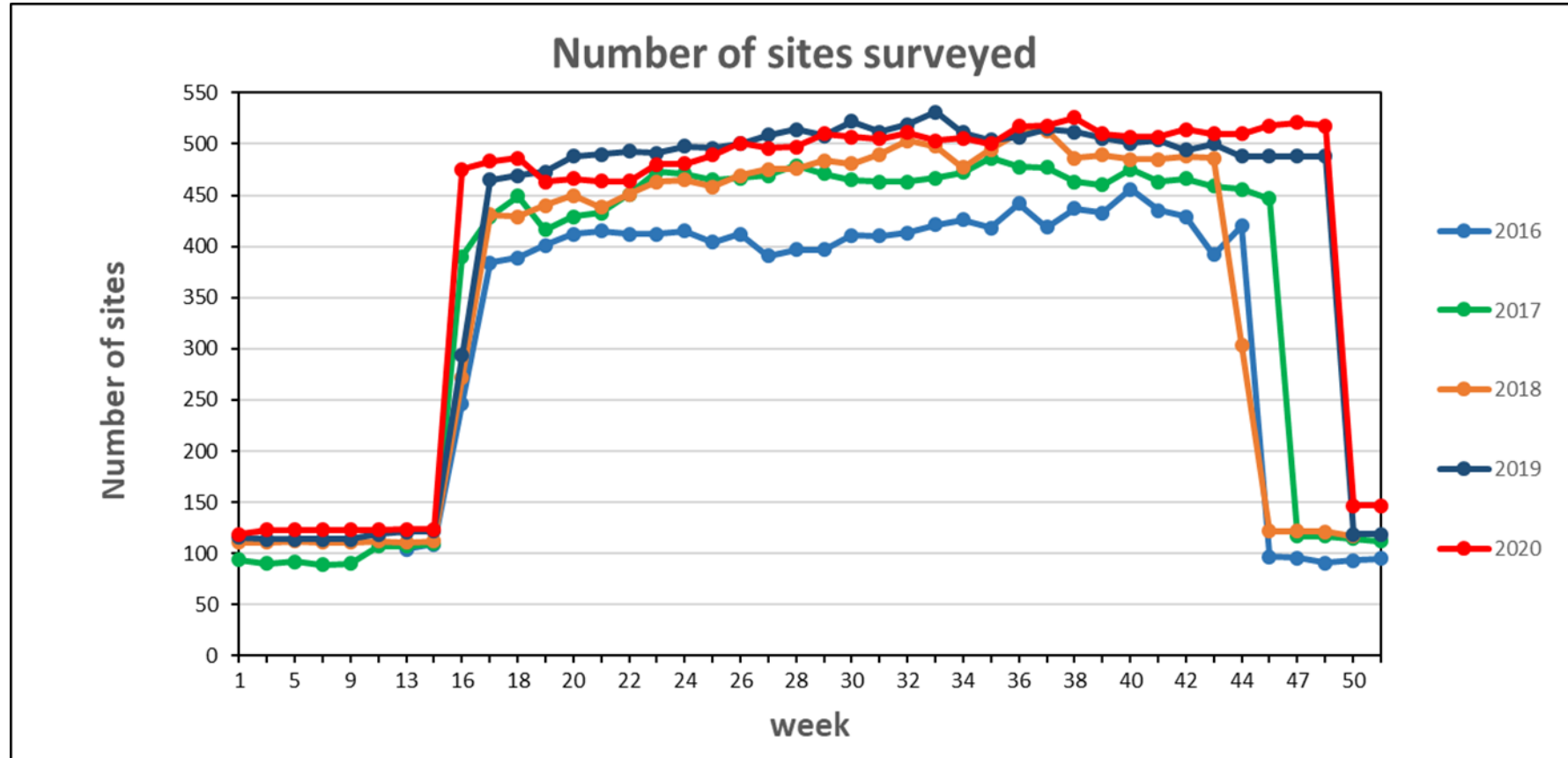


Mosquito Update

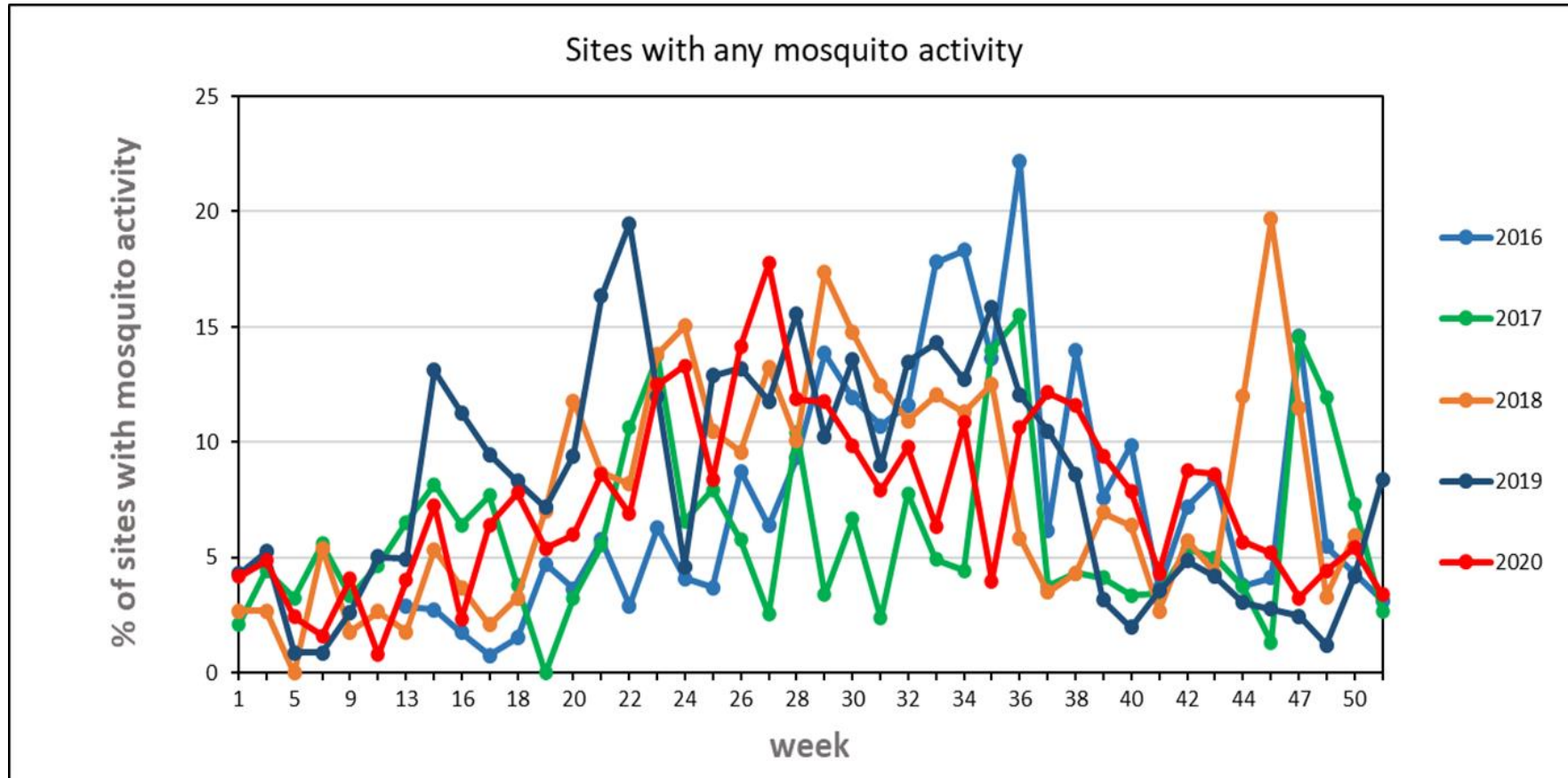
B Ismay - Schultmay Ltd



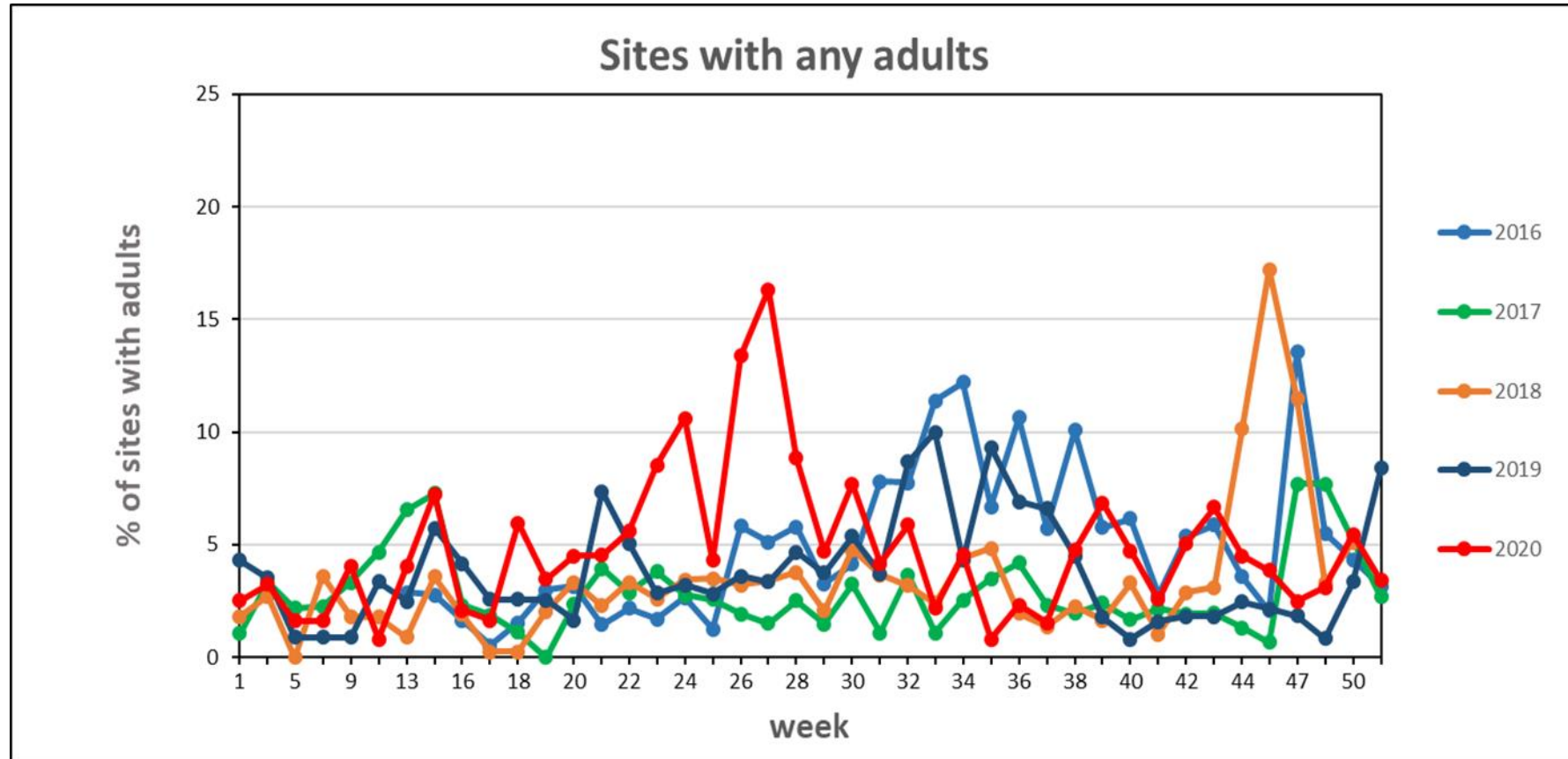
Mosquito Update:



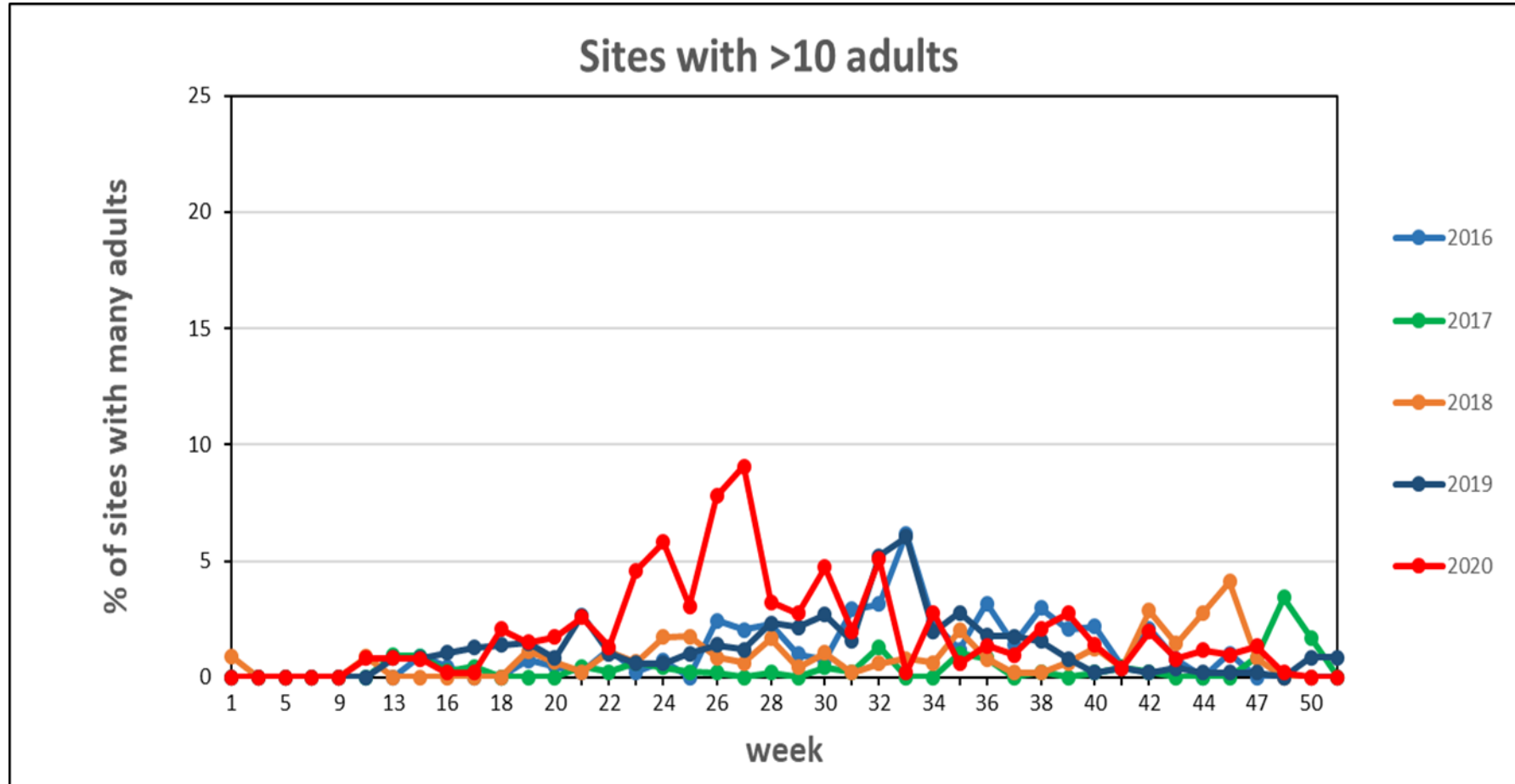
Mosquito Update:



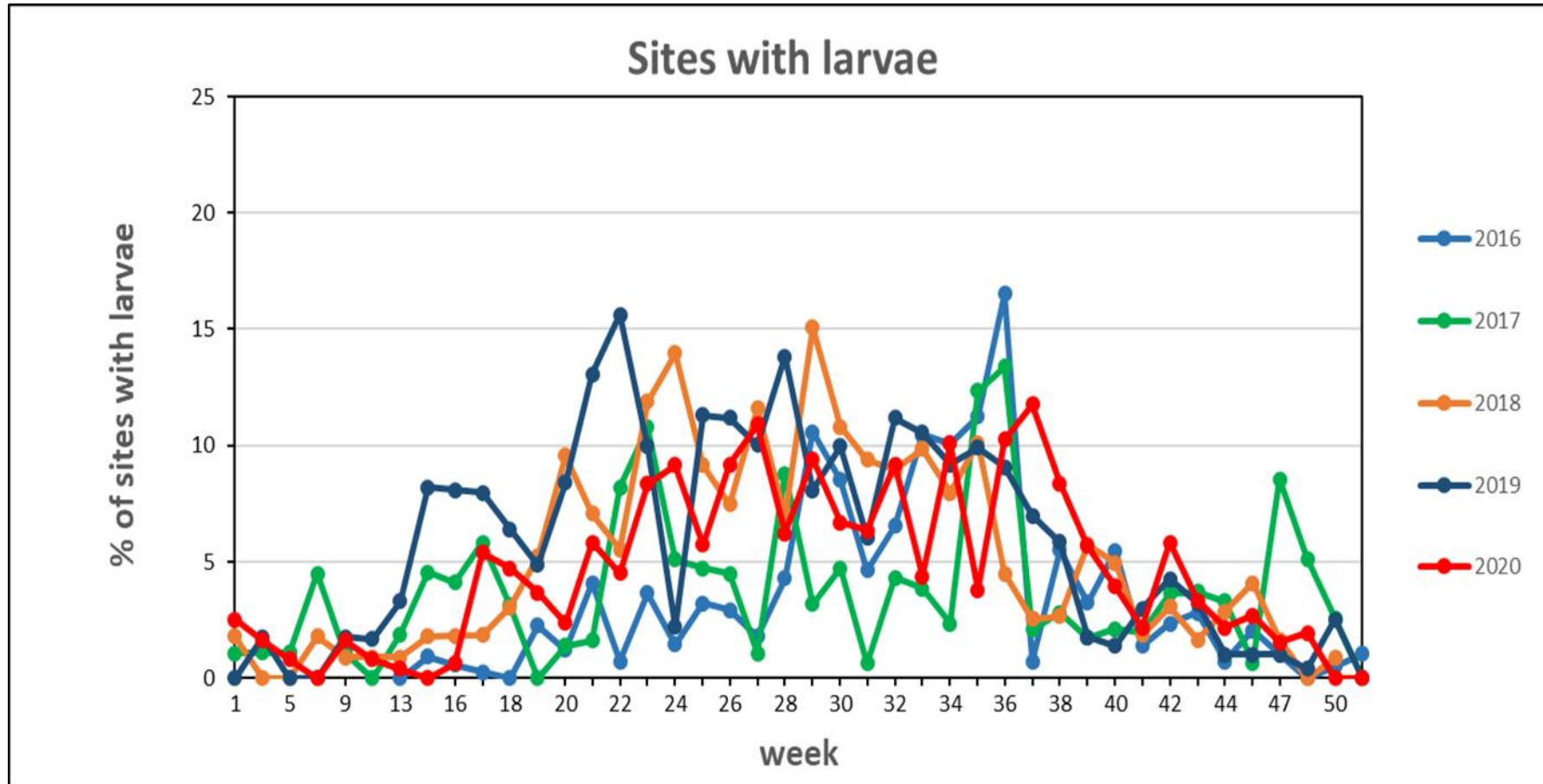
Mosquito Update:



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Mosquito Update:



Biodiversity update

Biodiversity Projects

Mogden Sewage Treatment Works

1. Thames Water application for an **Environment Agency** permit has been granted, to adapt the weir by Mogden STW, to support fish migration over the weir, work outside of October to June months. This is delivered as part of **The Crane Valley Partnership** .
2. Liaising with Friends of the River Crane Project (FORCE), who are installing a **wildlife bench and wildlife noticeboard on public path** through the site. Infrastructure has arrived and is currently stored with Hounslow Council who have offered to install.
3. **Wildlife filming on upper bunds by biodiversity staff**, current cameras are being trialled. There will be more mammal activity in Spring.



AOB



Thank you