

Minutes of the Mogden Residents Liaison Meeting

27/10/2022

Present:

Anna Boyles (TW)
William Randall (TW)
Ashley Book (TW)
Eugene Cotterrell (TW)
David Chowings (TW)
Lena Wallin (TW)
Charlie Burgess (TW)
Ed Hutton (TW) – notetaker
Rt Hon Ruth Cadbury (MP)
Cllr Salman Shaheen (LBH)
Cllr Dan Bowring (LBH)
Cllr Katherine Dunne (LBH)
Cllr John Stroud-Turp (LBH)
Leroy Phillips (LBH)
Murray Edwards (MRAG)
Barry Edwards (MRAG)
Maggie Thorburn (Resident)
Rob Gray (FORCE)

Apologies:

David Bradshaw (TW)
Cllr Karen Smith (LBH)
Cllr Sayyar Raza (LBH)

Introduction: Lena Wallin

Mogden Catchment Update: Anna Boyles

Salman Shaheen enquired about any updates on discharges to the Thames or wider data after attending a forum in January with representatives from Mogden where new projects were proposed, especially to prevent discharges. **William Randall** said that the site spilled to storm tanks 9 times in last 3 months. 4 times this resulted in discharges to the river Thames although what spills over first is the lightest part of the effluent at the top as the particles settle out.

Anna Boyles said they are doing some work to address these issues in the shorter term through lining and finding infiltration hot spots. Although the latter is very much a 'needle in a haystack' approach. **Ashley Book** also referred to the pioneering 'smart waste' approach

to prevent water getting into sewers in the first place through visual inspections. This will be starting in April and should allow us to build a picture of how the network reacts in different weather conditions.

William Randall went on to mention that Eugene Cotterrell will talk later about making the site more resilient and emphasised that this was not about making the works bigger, the full flow to treatment process will stay the same. He emphasised that they are looking at removing surface water from the process in the very long term. **Salman Shaheen** asked if there was a time frame for this and **William Randall** said 25 years. **Ruth Cadbury** stated that the reason surface and foul drains mix was to alleviate flooding originally and this issue has been exacerbated by increased levels of rainfall due to climate change. This was also the first time she had heard of a timeframe [25 years] for a strategy and enquired about legislation to support this. **Anna Boyles** said that the site needs investment to optimise performance which is why we have been granted the £100 million. To address the infrastructural challenges of mixing surface and foul draining they would need to spend approximately £400-700 million which would equate to £1,200 on everyone's water bill, as well as digging up London. Ultimately there will be more management focus on the area. They also want to make this an exemplar catchment and are potentially looking at doing the same thing with Beckton and Crossness although with variation between all of them too.

Ruth Cadbury asked if, in relation to the changes in the management structure, she wondered if there were going to be more people working here and will customer response times change. **Anna Boyles** responded that complaints will be handled more locally now and so should see improved response times and that they are also open to a site visit if anyone is interested later in the year. **(Action) Lena Wallin** added that any complaints in the Mogden catchment falls in her team with operations staff at hand now with more focus than before with a more localised service.

Barry Edwards pointed out that it only takes $\frac{3}{4}$ inch of rainfall for the site to reach full flow to treatment. The permits only are relevant to the specific number of events but not their duration. A focus on surface water flows should force local authorities to change how they organise gullies but then things need to be integrated between Thames Water and the councils. **Anna Boyles** replied that Thames Water will be publishing all of their spill data live on the website from 01/01/23. **William Randall** added that the gullies are maintained by the council and that should lead into a surface water sewer which should then discharge to balancing pond or river. Often the road gullies end up in foul sewer however or people connect to them through their gutters. **Barry Edwards** was concerned that they were just relying on addressing issues in the gully system for redirections. However, **William Randall** replied that each situation is unique so they will try and use local rivers. Their permit only applies to full flow to treatment. When they have done 48 hours of constant discharging it has been fully consented and the permit doesn't specify the number of events or length because that is ultimately out of our control. Concerning this discharge, **Ruth Cadbury** asked if that was higher than other discharges and **William Randall** stated that it was and over the weekend, their longest was 20 hours.

John Stroud-Turp said that, ultimately, the main issue is the rise in population and the difficulty is in how we are going to meet the challenge of expansion in demand and rise in hard surface run off. **William Randall** pointed out that the impact to homes is actually much more minimal due to new regulations and the ability of Thames Water to advise although this is not policy. **Ruth Cadbury** added that Thames Water has been lobbying the government for this. In addition, **Anna Boyles** stated that the new Tideway Tunnel doesn't help this catchment, but this situation should improve the situation in all of London more generally.

Rob Gray stated that he was surprised that the Hounslow Surface Water Management Plan was not mentioned and that getting surface water back into the river system is not just the total solution to the problem as the river Crane is comparatively so small. **Anna Boyles** agreed that it is very important.

Murray Edwards said he'd heard about unlicensed sewage outlets [Channel 4: Dispatches] which are not recorded or monitored and wondered if anyone knew if there are in Mogden area. **Lena Wallin** replied that they do look at outfalls. The main issues seem to be misconnections, so their focus is on stopping that from happening. **Anna Boyles** added that she will watch the programme and that misconnections are tackled by the Environmental Protection team who work with the EA and GLA to try and solve misconnections. Where they find them in the catchment, they will rectify them, although it is worth noting that some are deliberate, and some are accidental. **Rob Gray** added that it is worth noting that there are separate problems in cross connections and combined drainage.

Murray Edwards enquired if Thames is allowed to prosecute, and **Anna Boyles** replied that they are and have done so with 4 non-households as part of making sewer abuse unacceptable.

Barry Edwards pointed out that population growth is the biggest issues with a 1% annual growth leading to the works needing to double so we can't do anything else but recycle water. **Maggie Thorburn** asked if it is possible to drain hard standing and **William Randall** said yes.

Site Performance Update: William Randall

Salman Shaheen enquired about making the storm tanks bigger and **Dave Chowings** replied that they are limited for space on site. **William Randall** added that they'd need to compulsorily purchase the land and knock the surrounding houses around because they can't build up or down. The solution is to stop surface drainage. **Rob Gray** disputed the commercially viable argument as it depends on perspective. **Barry Edwards** added that they're just throwing water away.

Dan Bowring enquired what the final flow to treatment based on. **William Randall** said that it was updated in 2012 and was increased by 1/3 from EA. There is no plan for it to increase.

Barry Edwards asked if mixing solid waste with water, made it harder to make gas. **William Randall** replied that it does, but it is just how our process works. **Murray Edwards** asked if there is still an issue of foaming on E battery and **William Randall** responded that the problem is under control now with better control of feed channel.

Complaints Update: Lena Wallin

Major Works Update: Eugene Cottrell

Katherine Dunne asked if any other means of transport were being encouraged for Thames Water staff. **Lena Wallin** replied that they will encourage people to do so and will work to minimise tankers. **Barry Edwards** asked if there would be exceptions for residents and **William Randall** replied that they've found this to be hard to enforce in the past. Issues around the traffic management were raised by **Katherine Dunne** and **Barry Edwards**. **Eugene Cottrell** replied that the traffic management plan should be sufficient in addressing these.

Dan Bowring enquired that with the new gas to grid system, if there would be a corresponding decrease in odour. **Eugene Cottrell** stated that there wouldn't really. There is odour from digesters as gas escapes and the new gas bag system should address this and have a bigger impact compared to gas to grid.

AOB:

Barry Edwards asked about the status of badgers on site. **Charlie Burgess** reckoned that they were not entirely isolated due to being able to pass through perimeter fences. **Barry Edwards** stated that we should have a better knowledge of their location and **Charlie Burgess** said she liaise with the Facilities Ecology team. **(Action)**

Barry Edwards proposed changing the name of the works to 'water recycling plant'. **Anna Boyles** said she would escalate this to the exec.

Barry Edwards raised the issues of levels of hydrogen sulphide on site and the origin of the parameters that Thames Water works with when compared to the World Health Organisation. **Katherine Dunne** said that the council would be looking into this.

Actions:

Mogden Residents Meeting Actions: October 2022

Raised by	Action Detail	Due Date	Action Owner	Update	Closed?
Barry Edwards	Agenda for meeting sent and agreed to prior to the meeting	Jan-22	Lena Wallin		
Rob Gray	Update on measures taken to prevent flooding incident from happening again	Jan-22	Will Randall/ Lena Wallin	Report to be re-distribted with minutes and discussed in detail at the next meeting. For now - 4 out of 12 screens out for maintenance at the time now with 2 screens fully replaced. Funding secured for the remaining 10. Outfall now re-sealed and bricked up. Further funding secured for grit removal plant.	
Rob Gray	Update on badgers and plan for swift boxes	Jan-22	Charlie Burgess	We are working on this, with the management change at Mogden this has taken longer than anticipated.	
Barry Edwards	Re-start the technical working group	Jan-22	Anna Boyles		
Anna Boyles	Potential site tour	Jan-22	Anna Boyles		
Barry Edwards	Substitute Kier environmental visit regarding the Construction Environmental Management Plan	Jan-22	Eugene Cottrell		
Murray Edwards	Update on replacement of seals on digesters	Oct-22	Kris Newell/ Will Randall	Currently using a sludge seal which can leak due to too much foaming from digesters which is combatted by dosing antifoam. There is a funded project to improve the odsing of antifoam. The gas bags project should totally elimiate this over the enxt 10 yrs too.	Y
Murray Edwards/ Leroy Phillips	Update on project - storm tanks	Oct-22	Kris Newell/ Will Randall	Covered in presentation - status.	Y