

Minutes of the Mogden Residents Liaison Meeting

26/01/2023

Present:

Anna Boyles (TW)
Lena Wallin (TW)
David Bradshaw (TW)
David Chowings (TW)
Peter Nash (TW)
Simon Adams (TW)
Mike Bedford (TW)
Amelia Kellard (TW) – Minutes
Mike Benke (TW)
Murray Edwards (Resident)
Barry Edwards (Resident)
Maggie Thorburn (Resident)
Keith Knight (Resident)
Cllr Dan Bowring
Cllr Guy Lambert
John Fevyer (Resident)
Leroy Phillips (LBH)
Kumail Haider (LBH)

1. Introduction:
Anna Boyles
2. Actions from last meeting including update on Mogden Technical Working Group:
Lena Wallin

Sending agenda out prior to meeting: All agreed they had sufficient input.

Redistributed report with questions received which we'll take away and feed-back separately to residents meeting.

Anna B has agreed we can and will restart Technical Working Group – Asset management team to be allocated this once we understand who is best placed to run it.

Suggestion from **Barry** for forward looking team instead of 10 year plan/100 year plan. Would like the same director to attend as his calculations were close to understanding. Unsure who this is but **Anna B** will look into it.

3. Teddington DRA – Water Resources Management Plan Consultation. Slides 5-15:
Mike Bedford / Simon Adams.

This is a 5-year plan based on a 50 year view

50% increase in water required. We can reduce demand by changing behaviours, regulate new buildings, smart metering, reduce leakage by 50%. With all in place we'd still have a shortfall but projects including large reservoirs to be implemented to increase water being treated, held, recycled to increase what's available.

There are a selection of projects available but the planning process is looking at best value for customers.

Transfer from Severn
Teddington DI
Transfer to Southern Water
Transfer to Affinity Water

River water is abstracted above Teddington weir and replaced with recycled tertiary treated wastewater from Mogden STW a few hundred metres downstream from the abstraction point. Scheme ensures there is no net change of flow over Teddington weir while providing an additional source of water to Lockwood reservoir during drought.

Planning permission and further environmental investigations will still need to be completed.

Barry Edwards - calculations show water supply will need to quadruple. Are we looking at solid extraction from households to be considered to prevent water wastage through toilets and would reduce the intake to STW. (Recharging the water supply).

Simon Adams – Legislations would need to be reconsidered to allow this. As it's understood, the government will be looking into legislations for building control to meet a higher standard which could make this possible in the future. We also need to keep a balance as we don't want to take too much water out of the environment

Changing society behaviours needs incentive from government. Barry has countered and said if it was approved through British Standards, we'd all be working to a standard and wouldn't need to discuss these problems.

Maggie Thorburn has requested whether we've discussed the recharging scheme with the transfer to other water companies.

Simon explained we're looking to apply the standard cost of water but hoping we can co-fund reservoirs for all to have usage, this would likely be owned by a 3rd party company. Precise workings still need to be reviewed.

Slides will hold more information for where we are in this process.

Mike Bedford - All schemes are currently unconfirmed and still in consultation.

Teddington appears to be best value with quickest turn around. 75 megalitres per day (mld) to be created through the wier

Residents have asked where the water for the wier is going to come through which **Mike Bedford** has explained the water would come from here(Mogden). **Barry** has disputed the maths is correct on this due to flow rates. If water taken from Thames above the Wier would give less flow.

Mike Bedford has confirmed this but that water above river level would be of a higher quality. The project was originally proposed at producing 300mld but this would have too high of an impact on

the local environment, same for 150mld but 75 showed minimal impact. Levels of river need to be sustained to prevent the frequent drought conditions.

In current UK legislation water re-use is outlawed. TW stance needs full advanced treatment plans which is practiced globally and again represents best value.

Anna has explained consultation is ongoing until March so urges all in attendance to provide their opinions and be as involved as they would like/are able to be.

This is a really high level of consultation period and more detail still needs to be pursued in the future with our teams, in addition to environmental agency.

Keith - Residents have explained meeting venue for the consultation was too small and not very public as not many people knew of it, including himself.

Mike has confirmed a 2nd meeting will be confirmed in addition to a web-based seminar to allow for more input by local residents. **Lena** will contact all directly to inform of this.

Keith Scheme was suggested a couple of years ago but rejected on the basis of thermal pollution and would require cooling towers in Kingston. Will there be a thermal option, will it be cooled before entering Rivers? **Mike** has advised under the 75mld scheme, minimal impact across the 25% of the river which has currently been modelled. The previous rejection was at the 300mld sites. Sewage streams are generally warmer and exceeded the 3 degree limit.

Barry How long is 75mld going to support additional capacity? We need to look at current population and double it to ensure we're catering for more than required to fully avoid the droughts and meet demand. If 75mld is currently required then 150mld will be needed to cover population growth.

Mike Singular scheme can't fill the deficit by itself but it's part of a much larger plan being looked at. We'd like to be able to introduce the larger schemes but the process of elimination through the environmental studies show too much impact on the local environment.

Anna has advised Barry can add all his thoughts directly into the consultation.

Barry doesn't feel it'll be listened to so would rather take it to the TWG for further discussion.

Maggie What happens to capacity for storm water? Storm overflow only goes to Isleworth, with an increase to the works, does it increase the amount going into the river? Does anything change? **Mike** has confirmed there'll be no detriment to the works and clarified this is more a solution to water shortage rather than wastewater/drainage.

Anna I understand this is an emotive subject so am not surprised by the level of information, comments, and questions. Is there any other questions before last 30 minutes of meeting?

All No.

4. Operational Site Update. Slides 16-23:

David Chowings

6 discharges to storm tanks and river between October and December where we saw roughly 35ml rain. Supplying approximately 30% of flow to Thames but this only happens when there is over 12,000 litres per second flowing through the works.

Problems in January included a breakdown of drums which led to approximately 20% loss of generated energy but on average, we are still producing 60% of the sites needs.

We've replaced 3 of 4 inlet valves, various pump replacements, and now looking to replace or repair these when reduced productivity is noted, rather than on failure.

Refurbishing the Circular pst's, refurbishing scum traps and replacing all of the sludge to reduce visible surface scum. Changing systems to reduce spills. Work started by security desk which is being moved from the centre of the road to the side, and into a larger hut.

Odour control unit 11 has been approved for funding for refurbishment

2 pumps next to go through funding process

Standby monitor for exhaust to be altered

Just wanted to show pictures (Slide 21) to show the storm discharge to assure all in attendance that we're never discharging anything with a pollutant risk. We're always within our consent for discharge. Further data to continue to be collected for longer periods of rain.

5. Major Projects. Slides 24-31:

Eugene Cottrell

Contractors have done a great job on our gas to grid project and delivered to timescale as agreed with HA. Dates for work stages all available on slides.

This is covered largely by Eugene and Dave so slide 25 has been created to demonstrate key information of the investment to site. Areas discussed by Dave are highlighted in orange and areas covered by Eugene in yellow

Largest impact would've been experienced from the export pipeline being constructed from South of site stage 1 which was complete on time as agreed with the council on 04/11/22.

Stage 2 commenced on 09/01/23 and will be cleared completely by the end of tomorrow, 27/01/23.

Stage 3 at Chertsey Road crossing with an agreement from TFL. Work is being done over 4 weekends, the first one being the last weekend of February and the last being the first weekend of June. Communication will be sent out to the local residents.

Stage 4 on Mogden Lane will start Tuesday after the Easter weekend which will see an end to the bulk of the roadworks other than the final connection to the gas grid, but date is still to be confirmed. Likely to be around June/July.

Link to web page for any interest in the project: www.thameswater.co.uk/mogdengastogrid

6. Customer / Odour & Fly/Mosquito Update:

Lena Wallin

Only received one odour complaint so far which has been resolved quite quickly. As a region we're currently reviewing odour control units as you've seen from our investment opportunities and we're currently updating our odour management plan which we'll liaise with Hounslow around.

Fly/Mosquito checks are currently on winter schedule but move back to summer in April. Had a successful audit with London borough of Hounslow in December before our next one planned for March 2023.

EDM's are now live. Discharge monitors while storming can now be viewed from our website using the interactive map.

7. SMART Waste. Slides 32 - 41:

Pete Nash

This project is to install targeted sewer depth monitors to our network. Separate to the AMP 7 commitment and looking to go into laterals at rear of props to improve on blockage / flooding / pollution commitments. Still massively under development but as soon as monitors get placed, the tool will be designed to create a digital twin to help us understand where problems are likely to occur.

It will also provide key information from our pumping stations such as how often they switch on.

Installs hoping to be complete this year starting in the Wealdstone brook. We'll also be looking into the Mogden catchment as a whole and trying to understand the best locations to provide data to understand our networks overall performance.

We also have another project looking to commence to create a fuller mapping of our network which will also help to better understand how the network operates and areas which may need attention.

Maggie – How much will be discovered as assuming it'll go on extending it's reach. **Pete** – Smart waste differs by entering a sub-catchment which allows us to understand the network in more depth. The project is still being reviewed in how we best proceed with it but the initial benefit is in the data it'll provide. We've never had this level of knowledge of the network so it's difficult to say what will be found at this time.

Barry – Will we have access to BIM? (A design system to track the records and create 3D imaging)

Pete – The digital copy will give us a raised level of connectivity but we're still collecting data at this stage. Once all collected, we'll look to make the tool more user friendly. Ultimately, the dream is we can attend a problem and cleared a blockage before its caused any damage or caused any disruption to our customers services.

8. AOB & Close:

Anna Boyles

Lena has extended the invite for site tours if anyone is interested. This is a standing invite so action will be removed.

Barry - Tracking of World Health Organisation guidance? PPM recommended but odour management plan is double this figure. .007 is guidance but currently working to .015 – **Lena** has agreed to investigate the average and work to review the management plan to ensure we're in line with guidance.

These numbers make a big difference from a noticeable smell to impacting people's homes.

Mogden Residents Meeting Actions: January 2023

Raised by	Action Detail	Due Date	Action Owner	Update	Closed?
Ruth Cadbury MP / Rob Gray	Update on measures taken to prevent flooding incident from happening again	Mar-23	Lena Wallin	Report has been re-disrupted. Questions from report received from Rob Gray and we have called for an internal review to happen. We will then organise a separate meeting/call to update.	
Barry Edwards	Tracking of World Health Organisation guidance - PPM recommended but odour management plan is double this figure. .007 is guidance but currently working to .015	Apr-23	Lena Wallin		
All	Please send out dates for next Teddington DRA consultations to all	Feb-23	Lena Wallin		
Barry Edwards	Re-start the technical working group	Apr-23	Anna Boyles	This is in progress, we are looking to start them again next quarter and need to work on getting everyone available.	