



Mogden Residents Meeting
26th October 2023
18:00
Mogden Sewage Treatment Works, Admin Building

Attendee's	Apologies
Anna Boyles – Head of Catchment - Thames Water	Munira Wilson MP
Josh Callaway – Area Treatment Manager – Thames Water	Cllr John Stroud-Turp
Lena Wallin – Customer & Stakeholder Manager – Thames Water	Cllr Katherine Dunne
David Bradshaw – Capital Delivery Manager – Thames Water (Virtual)	Cllr Katie Mansfield
Michael Benke – Local Engagement Lead – Thames Water	Keith Knight (Resident_
Barry Edwards – Resident	Cllr Guy Lambert
Murray Edwards – Resident (MRAG)	
Phil Hayman – Resident (WERFA)	
Nic Ferriday – Friends of the Earth Hounslow	
Maggie Thorburn – Friends of the Earth Hounslow, Resident (WERFA)	
Zaheer (LBH)	
Ruth Cadbury MP	
Heather Flint (Resident)	

Anna Boyles (Head of Catchment) Opened the meeting.

Lena Wallin went through the current open actions associated with this meeting both actions are now completed.

A discussion was held around the terms of reference for this meeting, Lena Wallin agreed to re-circulate for discussion.

David Bradshaw presented the latest Mogden investment updates, starting with the investment on OCU (Odour Control Unit's)

David went through funding obtained and where it is being spent across the sewage treatment works, then went on to give an update on the resilience works at Mogden, and finished with an update on Gas to Grid and going through photo's.

The meeting was opened for questions:

Heather Flint had a question around the number of acronyms used, the TW team agreed that there were too many and Lena agreed that when sending out the slides and notes she would de-code the presentation pack.

There was another question around the overall impact on the Duke of Northumberland river as upgrade works to Battery C & D activated sludge processing which will be a new air supply in-frastrcture . David advised that extensive surveys of the river would have been done as part of the project and, if anything, it is a good thing as we will no longer extract water from

the river. Ruth Cadbury MP asked for a full assessment on the Duke of Northumberland be provided to the group.

Barry Edwards raised a question about the significant amount of investment over 1 million in odour control units, he would like to understand what is being done about studying and recycling the media, he explained that Odour control units are carbon intensive and there is significant research that was done as part of the odour elimination project that OCU's are not needed.

Phil Hayman asked about generating power on site, how much is generated and how much we take. Josh Callaway spoke through generation explaining its one of the key performance indicators of the site how much power we generate, currently the generation process generates 44GwH and the consumption of the site is 72GwH. When Gas to Grid is made, we will be exporting some of that gas to the grid, it's a cleaner gas that will help to power local homes.

Murray Edwards asked about the digester upgrade works, when will the upgrades finished and the next pair start.

Josh C / Dave B – Answered and explained that there are 6 planned in the JO10 resilience plan and this is estimated to complete in 2027.

Ruth Cadbury MP asked about air cooling with the upgrade works to the blower house and what happens with summer temperatures if they were to be consistently over 30 degrees.

Josh C explained it's still most environmentally effective and efficient use, these are tried and tested across many wastewater sites and are now the preferred way.

Ruth Cadbury MP asked about the inlet screening refurb on the second slide, and she asked if this was a direct consequence of the 2021 flooding incident from Mogden.

It was explained that it was a different part of the works that the slide is relating too but there have been multiple works done including upgrades to the inlet screens and the old CSO (combined sewer overflow) to ensure that if the works was to become overwhelmed with grit again that any flooding would be isolated to the works.

Ruth Cadbury MP explained that she has seen documents around the 2021 flooding but would like to discuss them as a wider group, Lena Wallin agreed to re-circulate all documents surrounding the 2021 flooding.

Josh Callaway presented operational updates at Mogden

Spoke through the compliance and storm discharge data at Mogden and presented 2 slides, explaining when we have discharged and what consents look like for Final Effluent. Josh also explained what happens in a tide locking event and that Thames water remain in constant communication with the EA. Josh also presented a slide showing the 3 different types of sewage – Crude Sewage (Incoming) Storm Discharge and then Final Effluent

Phil Hayman had a question about the term backing up and what it meant, where does the water go. Josh C explained that its an age-old hydraulic system and essential flows are slowed down and the network sewers take more in a tide locking event and it holds until the tide recedes its then likely we will have a consented discharge whilst the system drains.

Ruth Cadbury MP raised a question around what would have happened if the 2021 flooding event happened when there was a tide locking event. It was explained that there may have

been more flows although they are managed within the site, as the 2021 floods were caused by a breach in the CSO the volume could have been higher that discharged.

Murray Edwards asked a question about raw sewage and if that's happening further upstream from combined sewer overflows and sewage treatment works, it was explained that smaller sewage treatment works and combined sewer overflows in storm conditions will overflow but will still be predominantly rainwater. It was explained at Mogden it is partially treated discharges due to most of the storm water is screened before going into the tanks. Lena Wallin moved on the meeting as only 30 minutes remained.

Josh Callaway spoke through the proactive and reactive measures that Thames Water are taking to improve odour management at Mogden. Including the appointment of an operational impact liaison, who will be responsible for ensuring the odour management plan is up to date and adhered to across the site. Josh spoke about Formalising our plan around works on site so there is structure and forethought on how those are being managed, which will be an odour management assessment check. This will be completed by the site management team before any works can go ahead on site and will allow the team at Mogden to keep a safe schedule of works to ensure there isn't an increase in odour. TW will then look to proactively keep residents updated when there are works on the site that may cause an odour.

Additionally, the management team will be doing 40 housekeeping checks a month including full EA checklist audits.

Josh C then went through the summer cleaning schedule and showed photographs of the manual tank cleaning that happens with the storm tanks.

Murray Edwards asked about the self-cleaning tanks in Acton and if there is anything that can be duplicated in Mogden to make such a less physical and laborious process. It was explained that the storm tanks are age old in design and there can be improvements made to them such as improvements in the drain back chambers so that hoppers aren't needed to be drained manually in the first place and there are a set of improvement works outlined to replacing the AMAjets, as they are effective from allowing sludge to settle at the bottom.

Josh C showed a slide around recent team clean ups on site and that the archives that have been found at Mogden.

Lena Wallin then went through how to report site issues including odour online, taking the group through the process to demonstrate ease and re-iterated that if odours are not reported to Thames Water, they may not be investigated at the time making it hard to pinpoint the potential cause of any odour and remedy immediately.

Barry Edwards reminded the group that all odour should be reported to LBH (London borough of Hounslow) who have a legal obligation to investigate and take action against Thames water and that odours can also be reported to MRAG. (Mogden residents action group)

It was explained that Thames Water do not get notice of these reports of odour in real time sometimes not until a week or so after the incident, for Thames Water to be able to fix any issues on site it's imperative it is also reported to them directly along with LBH and MRAG if necessary.

Barry Edwards & Murray Edwards (MRAG) had several questions but as it was the end of the meeting they were noted to come back too.

Referring to the odour control unit readings that are given to LBH from Thames Water on a weekly basis they asked the following:

- 1) Why does it show UNKNOWN on reports?
- 2) Why are the levels different on this report to 0.015PPM – It was explained that these action levels are different because of air dispersal so if the outlet of a OCU is 0.2PPM it is calculated that by the time it leaves the closest boundary line with air dispersal it will be reduced to 0.015 which is what Mogden should not exceed, there are 12 odour monitors that monitor the boundary and these are separate to the readings at the OCU – Barry asked we take this away and get an official answer

Regarding the overall environmental health officer reports they asked:

- 3) Complaints column – 17 complaints received – what is done about them? It was explained that complaints received by the council aren't shared with Thames Water until the next visit. These are complaints to the council not complaints that have been received by Thames Water.
- 4) Hounslow are not following the WHO guidance – the WHO give a guidance of 0.008PPM yet Hounslow council are 0.015PPM, why is that and why do they not feel that the WHO guidance should be followed? This Action has been sent directly to London borough of Hounslow and Cllr Katherine Dunne directly.
- 5) With significant investment in odour control units and odour management costing around 200 million pounds, why isn't Thames Water considering the odour elimination plan which would cost 50 million with no further operational investment – It was noted that this really is something to be discussed at the Mogden technical working group,

Michael Benke went over the PR24 submission from Thames Water explaining that this isn't confirmed it is just what has been submitted.

Nic Ferriday advised he would email over questions separately as appreciated we were over time but also that the team in the room may not be able to answer some of the questions.

AOB

The Teddington DRA website and consultation dates were shared with the group.

We'd welcome your feedback on the site options, and you can respond to the public consultation in the following ways:

- Online: thames-sro.co.uk/TDRA

- By email: TDRA@ipsos.com
- By post: FREEPOST TDRA CONSULTATION

The public consultation will run **from 17 October 2023 to 11.59pm on 11 December 2023** and we encourage everyone to respond.

We're also holding several community information events in November at which you'll be able to find out more about our proposals and talk to our team.

Date	Location	Time
03/11/2023	York House, Twickenham	Open to the public 2pm - 8pm
09/11/2023	Peter and Paul Centre, Teddington	Open to the public 2pm - 8pm
13/11/2023	Twickenham Stadium	Open to the public 2pm - 8pm
20/11/2023	Kingston YMCA Hawker	Open to the public 2pm - 8pm

Anna Boyles thanked everyone for attending and closed the meeting.

Mogden Residents Meeting Actions: October 2023				
Raised by	Action Detail	Due Date	Action Owner	
Ruth Cadbury MP	Share full assessment on impact to the Duke of Northumberland river from the upgrade works on D Battery to air cooled systems.	Jan-24	David Bradshaw	
Ruth Cadbury MP	Re-circulate findings, learnings and improvements from the Duke of Northumberland flooding which occurred in February 2021 for discussion at next meeting	Jan-24	Lena Wallin	

Barry Edwards	EHO Reports on the odour control unit readings why are the action levels different to 0.015PPM and what happens when the breach the action levels why are some of the readings unknown.	Nov-24	Lena Wallin	
ALL	To be kept up to dates with developments on the Teddington DRA consultations	Jan-24	Lena Wallin	30/10 - shared across v
ALL	Terms of reference for Mogden residents meeting	Jan-24	Lena Wallin	Re-circu
Heather Flint	Key for acronyms used in presentations	Jan-24	Lena Wallin	Instead been m acronym