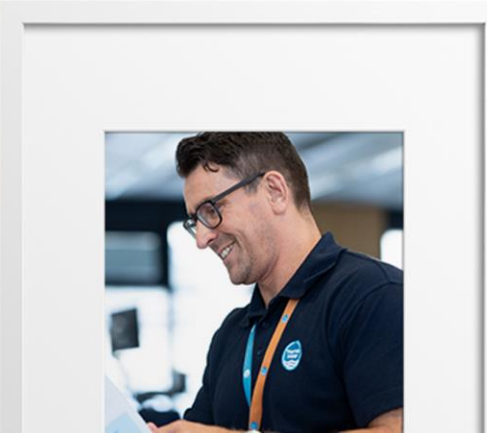
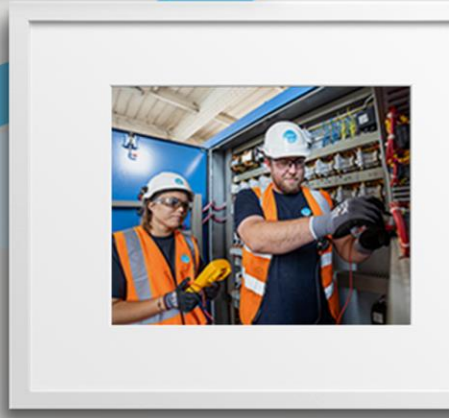
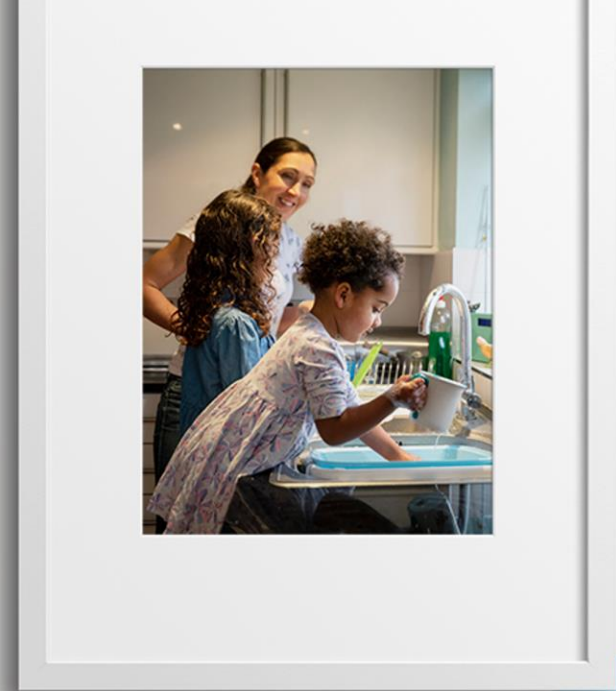
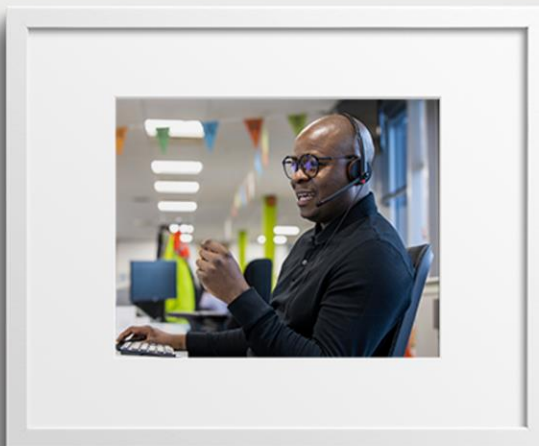


# Mogden Catchment

Mogden Residents Meeting  
26<sup>th</sup> October 2023



# Agenda

- Arrival
- Welcome & Introductions – Anna Boyles
- Action Overview – Lena Wallin
- Investment at Mogden & Major Project Updates – David Bradshaw
- Operational Site Updates – Joshua Callaway
- Price review 24 Submission Overview – Michael Benke
- AOB / Questions – All
- Close – Anna Boyles



**It's everyone's water**

# Actions

## Mogden Residents Meeting Actions: October 2023

Raised by	Action Detail	Due Date	Action Owner	Update	Closed?
Barry Edwards	Re-start the technical working group	Apr-23	Anna Boyles	Was held on the 3rd October 2023.	Y
Anna Boyles	Terms of reference and feedback for the mogden residents meeting	Jul-23	Lena Wallin	This has been done and was circulated with the terms of reference, in short we will always be directed by what the local community want to discuss.	Y

# Investment at Mogden

David Bradshaw – Capital Delivery Manager

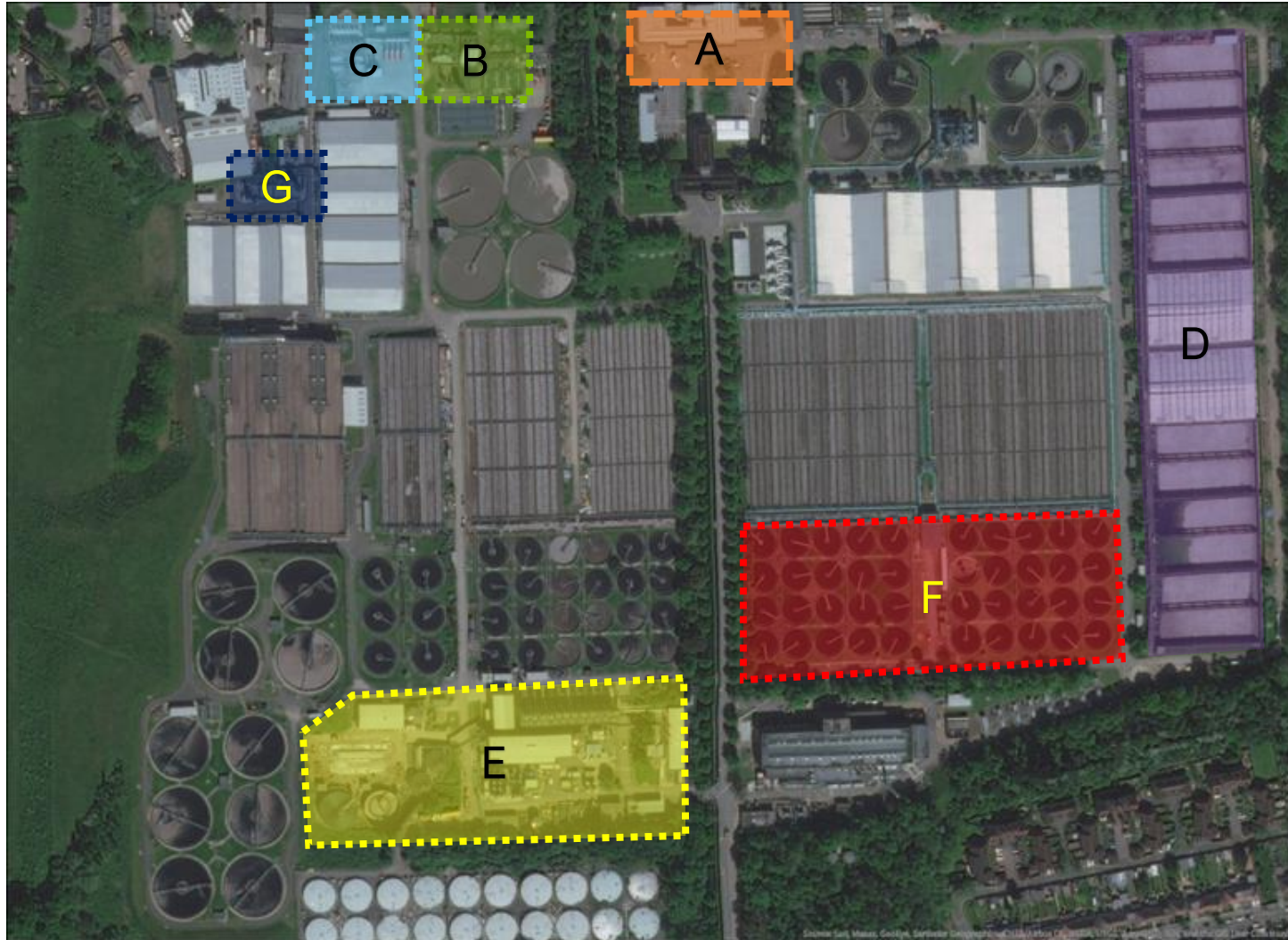
# Odour Control Investment

## Odour Control Unit Funding - Past 12 Months

Details	Cost (approx)	Approval Date
Mogden STW - Eastside OCU Fan Replacement	£96,000	09/12/2022
Mogden STW - OCU 12 Refurbishment	£200,000	10/03/2023
Mogden STW - Main SPS OCU Upgrade	£372,000	30/06/2023
OCU 11 Refurbishment	£615,000	14/10/2023
<b>TOTAL</b>	<b>£1,283,000</b>	

Acronym De-coder  
OCU – Odour Control Unit  
STW – Sewage Treatment Works  
SPS – Sewage Pumping Station

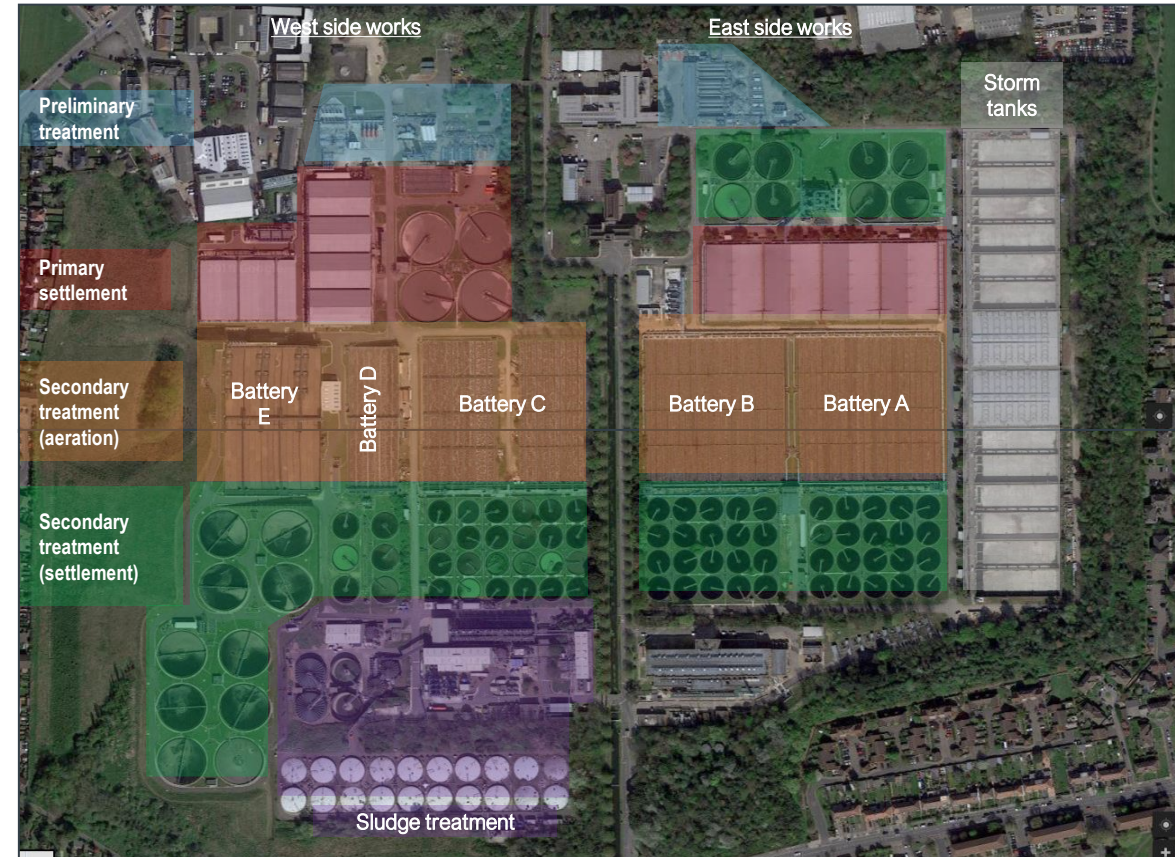
# Mogden STW - Fix the Basics – Funding Obtained



A	<b>Main Pumping Station</b>	<b>£585k</b>
	Continuation of refurbishment	
B	<b>C&amp;D Battery Preliminary Works</b>	<b>£507k</b>
	Penstock & flow meter install Screw Pump upgrades & refurb	
C	<b>E Battery Preliminary Works</b>	<b>£488k</b>
	Inlet screening refurb Grit removal refurbishment	
D	<b>Storm Tank Mixing</b>	<b>£210k</b>
	Mixing control upgrade	
E	<b>Sludge Stream</b>	<b>£2,693k</b>
	Sludge poly system replacement	
	Drum thickener No. 1 replacement	
	Pasteurisation refurbishment	
	Boiler replacement + hot water	
Pumping Station 14 pump replacement		
F	<b>A &amp; B FSTs</b>	<b>£750k</b>
	Final Settlement Tank penstock refurbishment	
G	<b>Odour</b>	<b>£800k</b>
	Odour Control Unit 11 refurbishment	
H	<b>Iver South</b>	<b>£73k</b>
	Replace poly mixing silo	
<b>TOTAL</b>		<b>£6,076k</b>

# AMP7 Resilience Works – Progress Update

- New fibre Process Control Network to be commissioned Dec 2023.
- New site SCADA system built, will be installed on completion of the PCN work (Feb 2024)
- Battery C & D ASP new air supply infrastructure progressing, completion due in March 2024 (this enables TWUL to stop extracting water from the Duke of Northumberland River)
- Digesters – Designs being finalised, roof removed on two digesters and repair of concrete being undertaken followed by the wall extension needed for the new gas bag roof.
- Biogas upgrades – new booster pumps on site, new waste gas burner being manufactured. Commissioning of this work expected mid 2024.
- Sludge area – the new odour control unit being manufactured and expected on site in Feb 2024.
- Power Management System – equipment on site and being installed, commissioning due mid 2024.



De-coder  
SCADA – This is the system that runs the works and its referred too as SCADA.

# Progress Photos

Gas on Date:  
expected mid  
December



Some automatic monitoring issues that need to be resolved to achieve this date.



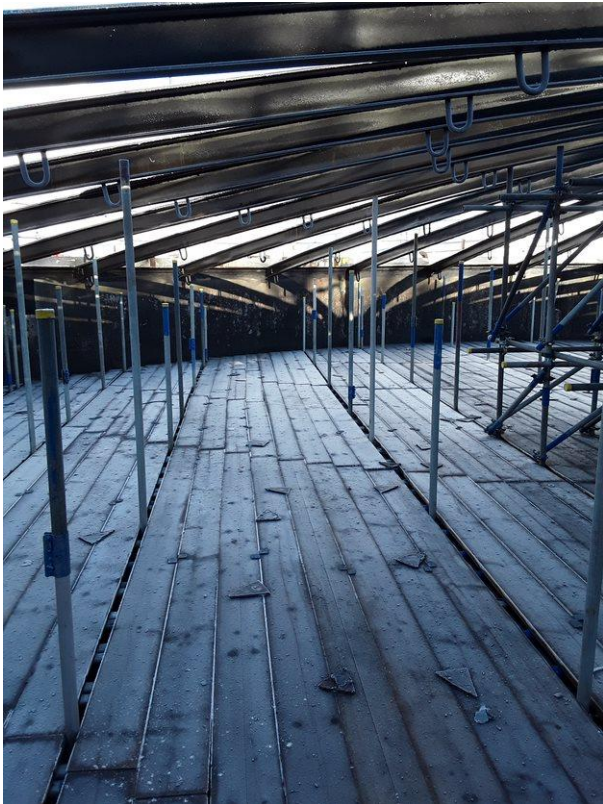
Top:  
DMT Upgrader – external view  
Carbon filters & propane tanks  
Bottom:  
Compressor and chiller inside  
DMT upgrader



# Project Photos – Digester 16

Digester 16:  
Floating roof on (Top right)  
Floating roof off (Bottom right)

Scaffold required to enable roof removal



# Project Photos – Battery C Activated Sludge Plant (ASP)



**Top Left** – new blower building

**Bottom Left** – new MCC kiosk

**Bottom Right** – new transformers

**Right (x 2)** – ASP lane 13



# Project Photos – New Battery D Activated Sludge Plant Blower Building



# Mogden STW

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Operational Updates October

Joshua Callaway – Area Treatment Manager

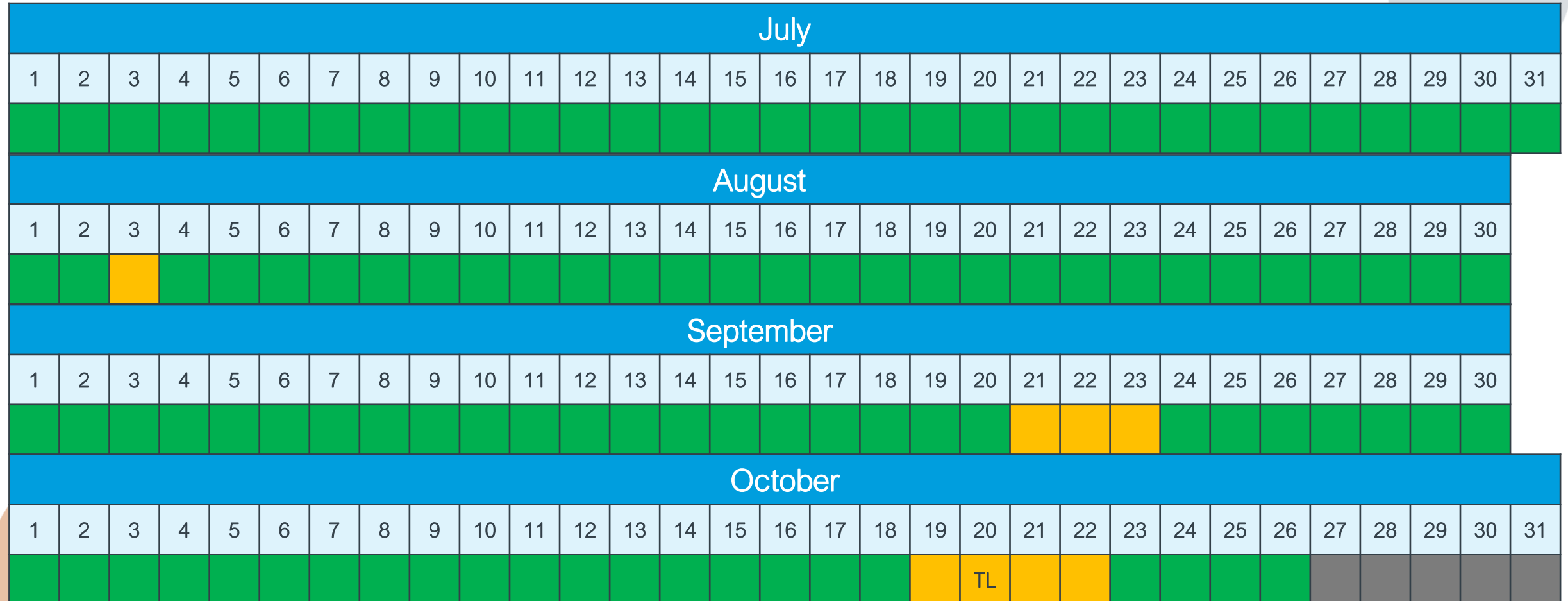
# Compliance and Storm Discharge Performance



Zero incidents  
Zero harm  
Zero compromise  
Keeping you healthy and safe, every day at work.

**Mogden STW** – Environmental Permit Consents  
 Ammonia - <5Mg/L  
 Turbidity – Max. 18Mg/L

No Storm Discharge	
Consented Discharge (Hydraulic and Chemical Consents met)	
Unconsented Discharge	



↑ Full H... FA Notification... Discharge


## Comparative Sampling Photos


Mogden STW – Environmental Permit Consents

Ammonia - <5Mg/L

Turbidity – Max. 18Mg/L

 = Crude/Raw Sewage – Incoming flow (Influent) to Mogden. High in Ammonia and Organic Solids

 = Consented Storm Discharge – Flows discharged into the River Thames from Storm Tanks upon hydraulic necessity (FtFT Achieved and Storm Tanks full). Heavily diluted by rainwater with partial organics.

 = Mogden STW Final Effluent – Effluent quality achieved daily and supplied into River Thames. Low Ammonia and Organics content stringently enforced via environmental permit.





Effective Odour Management – Minimising the impact on our community



## Proactive – Getting on the Front Foot

- Appointment of Operational Impact Liaison starting 11<sup>th</sup> September
- OMAC (Odour Management Assessment Checks) with aim for resident notification
- Purchase and use of Odour Suppression Units
- All managers undertaken 4x Site Housekeeping Audits (including Environment Agency Checklist) totalling 40 audits per month.
- Full review of Odour Management Plan
- Additional £800k secured for Odour control unit 11



## Reactive – Responding accountably

- Defined 'Best Method' for escalation of complaints to Operational Team to enable quick response
- Standardised Odour Investigation procedure

**OMAC – Odour Management Assessment Checks:**  
Following the similar, formalised structure for compliance monitoring. Odour Management checks will become an auditable *pre-condition* of authorisation.

## EA Checklist:

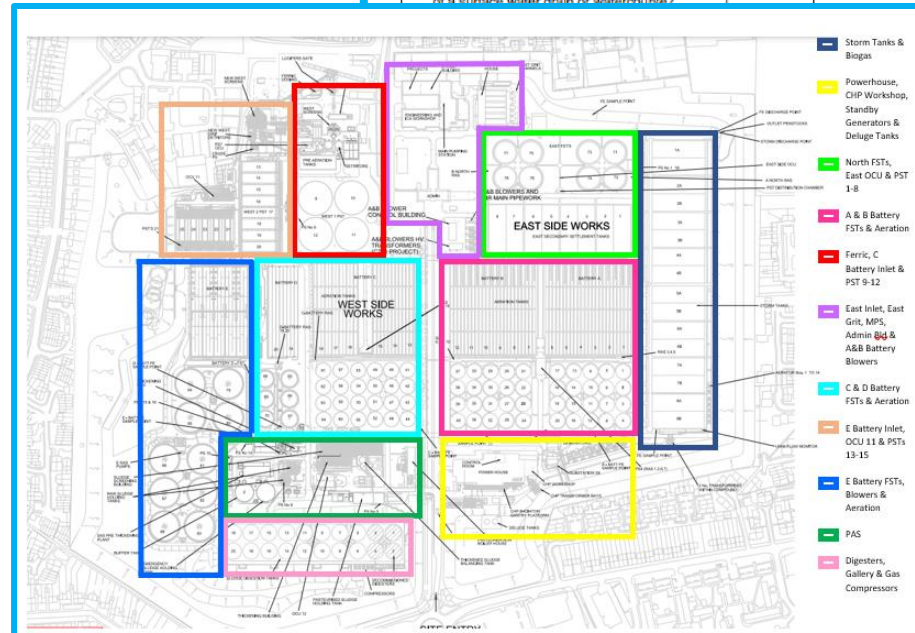
To be conducted and compiled monthly



**Environmental Site Housekeeping Checklist EMS-DOC.007**

Business Unit:  
Region:  
Site or Asset Name:  
Time and date of the checklist:  
Site checks undertaken by (please put your full name):

Aspect	Adequate Yes, No or Not applicable?	Action required for improvement if not adequate	Date action will be completed
<b>General</b>			
a) Are drip trays empty of rainwater and clean and empty?			
b) Are there any spills or leaks anywhere?			
c) Are all areas clean and tidy?			
<b>Containers and Drums</b>			
d) Are Oil/chemical containers/drums stored in adequate bunds/drip trays/ inside building?			
e) Are Containers/drums labelled with contents and capacity?			
f) Is the placement of hazardous substances adequate?			
g) Is stacking avoided?			
<b>Bulk storage</b>			
h) Is bulk storage labelled with contents and capacity?			
i) Are hoses inside bunds/cabinets? Are dosing pipelines protected?			
j) Are bulk fuel and chemical fill points locked with gauges intact?			
k) Is bulk storage locked?			
l) Is there damage to any bunds?			
m) Are any chemicals/oils/fuels stored within 10m of a surface water drain or watercourse?			



**Odour Management Assessment Check (OMAC) - Mogden**

Hi, Josh. When you submit this form, the owner will see your name and email address.

\* Required

1. Type of works \*

- Operations
- Maintenance Projects
- Major Capital Works

2. Area on site \*

- East Inlet
- East Grit
- North FSTs
- PSTs 1-8
- A Battery - FSTs / Aeration
- B Battery - FSTs / Aeration
- C Battery - FSTs / Aeration
- D Battery - FSTs / Aeration
- E Battery - FSTs / Aeration



# Mogden STW – Storm Tank Cleaning Progress



Zero incidents  
Zero harm  
Zero compromise  
Keeping you healthy and safe, every day at work.



+ ongoing works to repair and improve the Pump-Back Chambers and Non Return Valves associated with Storm Tanks, to improve speed and reliability of returns.  
Working closely with the Environment Agency to deliver



Manual Storm Tank Cleaning

Storm Tank 6a following clean



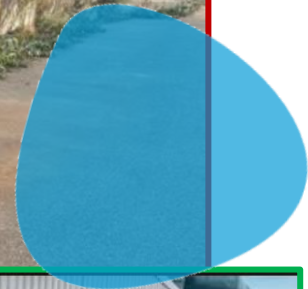
# Site Pride and Housekeeping – Quarterly Site Sweep Commences!



Zero incidents  
Zero harm  
Zero compromise  
Keeping you healthy and safe, every day at work.



First of our safety and housekeeping-focused sessions



Quarterly location influenced by 'Safety Observation Data'

This time, the team tackled **WEST INLET WORKS** – specifically:

- Grounds Maintenance
- Cleanliness of Grit Pads
- Redundant Equipment
- Slip and Trip Hazards





Sunrise over  
Isleworth



Screw Pump No.  
1 Remedial works



Virendra Sharma  
MP Visit



Engaging London Metropolitan Archives  
to safeguard Mogden's history



# How to report site issues - online

[www.thameswater.co.uk/help/report-a-problem](http://www.thameswater.co.uk/help/report-a-problem)

# PR24 Submission

# Price Review 2024 (PR24)

- This month we submitted our business plan for 2025-2030 outlining our future investment plans
- It has been put together in consultation with 20,000 customers
- We propose £18.7 billion total expenditure - including a record £4.7bn investment in our network and other assets
- Thames Water's bills have been below the industry average, despite us having the oldest network, so we expect the average monthly bill to rise by £14.55 under this plan
- Our shareholders, will put in £3.25bn by 2030, on top of the £0.5bn in March.
- They have taken no dividends for six years and expect this to continue through this decade



# PR24 key points

- Replacing 500km of ageing water mains
- Spending over £2.5bn to deliver a 22% reduction in leakage
- Upgrading 150km of sewers to lower the risk of sewer collapses
- Reducing the number of times sewage floods into properties by 17% as well as all other external sewer floods by 14%
- Providing over 530,000 households meaningful support with their water bills
- Resolving more billing and operational issues within 24 hours by improving digital infrastructure, allowing customers to resolve more issues online
- Reducing storm overflows by 28%
- Reducing blockages caused by sewer misuse by 15%
- Reducing the total number of pollution incidents by 30%
- Continuing our industry leading roll out of 1 million smart meters to make it easier for customers to save money and find leaks



# Questions & AOB

# Teddington DRA

## Autumn 2023 public consultation and community information events

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](https://thames-sro.co.uk/TDRA)
- By email: [TDRA@ipsos.com](mailto: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



It's everyone's water