

Mogden Residents Meeting



Agenda

Date: 25th April 2024
Time: 18:00

Venue: Mogden Sewage Treatment Works
Admin Building
Main Conference Room

Item	Description
1	<p>Welcome and Introductions (Ashley Book)</p> <p>Attending: Cllr John Stroud-Turp (Hounslow), Cllr Katie Mansfield (Richmond), Murray Edwards, Barry Edwards, Rob Gray (FORCE), Heather Flint, Nic Ferriday, Lorien Kelly (LBH) Steven Maunders (LBH) Ruth Cadbury MP, Lena Wallin (TW), Josh Callaway (TW), Ashley Book (TW), Cllr Katherine Dunne</p> <p>Apologies: Maggie Thorburn, Keith Knight</p>
2	<p>Action Review (Lena Wallin / All)</p> <p>Actions ran through as per slides and agreed to close all but the Teddington DRA one which is an on-going commitment.</p> <p>Discussions around reporting odour to Hounslow / Thames Water – Discussion around reporting to Hounslow and the response that they complete. Discussion around Richmond reporting and Cllr Katie Mansfield has confirmed all Richmond residents can report odour or nuisance from Mogden STW - https://www.richmond.gov.uk/report_a_nuisance</p> <p>As an alternative the complaint can be made by emailing noiseandnuisance@merton.gov.uk or telephoning 0208 545 3025 during office hours.</p> <p>Discussion around 106 funding which Ruth Cadbury MP asked about the hours that will be covered, Lorien Kelly (LBH) confirmed that the hours are still very extended and the EHOs to confirm the hours are:</p> <p>Monday – Thursday: 07:00 – 23:00 Friday: 07:00 – 02:00 (Saturday morning) Saturday: 13:00 – 02:00 (Sunday morning) Sunday: 13:00 – 23:00</p> <p>Barry Edwards asked about the EHO reports being uploaded to the Thames Water website, LW explained that these cannot be uploaded until we receive the official reports from Hounslow, Lorien and Steven (LBH) confirmed there is a technical problem, but they are working through to get it resolved with the team. Lena Wallin has confirmed once they are received, they will be uploaded with immediate effect.</p> <p>Barry Edwards expressed frustration at the works being completely reliant on odour control units and asked for the next date on the Mogden Technical Working group, as there hasn't been a session since last year. This action will be added.</p>

	<p>Heather Flint asked why we are continuing to discuss odour 30 years later it was explained that there is a reason that there is currently an odour coming from site and its down to the broken odour control unit which we have a full update on during the meeting.</p>
3	<p>Operational Updates (Josh Callaway) 250 billion (Quarter of a trillion) litres of wastewater treated at Mogden. Complex operation that relies on 43,000 different assets completing a million different tasks on this site.</p> <p>Discussed consented discharge vs Rainfall Data slide – explaining that a consented discharge is only when we have received the site capacity of 1064 ML/D and once the storm tanks are full 77,000 m3 we are only then consented to discharge to river, the discharges from Mogden are partially screened.</p> <p>Slide gives context we have had 11 named storms this winter, wettest winter on record, significantly challenging winter for the operation. All discharge information is available on our EDM</p> <p>Barry Edwards – Takes ¾ of an inch of rainfall to overwhelm site, this shows 18mm to be completely overwhelmed. JC explained high groundwater levels and the speed of how it gets to the site, significant flows are causing the overwhelm. Barry and Rob expressed it shouldn't take such a little amount of rainfall to overwhelm the site, believes it should be raised to a higher level to gain more capacity on site. JC explained that the site estate doesn't allow for much extension of capacity, there are innovations and opportunities available that are being looked at planning level, 150m in resilience increase in upgrading our current assets which will help keep us resilient.</p> <p>Barry E asked about how surface water is getting to site and whether we were under pressure from the number of connections on gullies, JC/AB/LW explained that ground water is an issue as well as all surface water but how we solve that is based on a catchment-based solution as each area is unique.</p> <p>Rob Gray explained that there is a worry there is a focus on concrete based solutions from the government when the solution is more around catchment and finding solutions to disconnect surface water/SuD's etc... and when its cheaper and more environmentally proven that this catchment approach is going. LW explained that Thames Water is fully on board with the catchment approach and looking all the time at innovative ways of disconnecting S/W.</p> <p>Operational Statistics 62500 tons of sludge digested. C7300 tons of wet wipes removed.</p> <p>Summer Preparedness – Ensuring the site is ready, best part of 5-6 months the site has been working at full capacity, working on stand downs, cleaning up the site / gardening tasks etc..., housekeeping and storm tank cleaning is underway to ensure that the works is summer ready.</p> <p>LW explained that as part of our stakeholder strategy we continue to show people around site, and we are looking to educate on how the site works and focusing on inviting more local resident groups. Re-iterated that anyone who hasn't been on site for several years is welcome to come around on a tour.</p> <p>JC explained that the works has undergone a process of voting for road names and now all the roads within the site have been named, for operational efficiency its much easier when talking about the site and the teams had great fun being involved in the voting and coming up with the names.</p> <p>Complaints – LW Overview of complaints received from Feb – April, can see there has been a steady increase which we are aware is likely down to the issue on site. Also, a plea that the odour is reported to us at the time it is being experienced as when they are reported a day later, an hour later or a week later its too late for us to investigate the cause, real</p>

	<p>time odour reporting is really key for us to be able to find and mitigate, fix the odour as soon as possible.</p>
4	<p>Odour Event (Josh Callaway)</p> <p>The works has been extremely busy, and it has been a more difficult winter on the works, which has meant that the process has needed much more manual intervention due to the stress on the works due to rainfall.</p> <p>We were made aware of an issue at the beginning of April with an Odour Control Unit, the odour control unit is a chemical scrubber, essentially collects the gasses including H₂S and it passes that gas through biological scrubber, cleans the gas and then sends it odourless back out, OCU 12 feeds our pasteurisation units which kills bacteria from sludge to allow us to send to digestion. We found that the pipework had fractured, location wise it is impacting the Twickenham / Richmond area the most.</p> <p>ClIr Katie Mansfield asked if it had only been going on for 2 weeks and it was explained that its likely its been getting worse.</p> <p>Explained that there has now been a temporary repair made, which saw significant H₂S reduction a permanent repair has been funded and now waiting for timeframes for parts. We have issued 2 emailed public notifications that go to c.150 stakeholders / residents and a letter drop to 3000 residents explaining and apologising for the odour being experienced.</p> <p>Odour suppressant units have been deployed around which use a odour neutraliser to mitigate the odour.</p> <p>This has been raised as an event to allow for more resource to support residents and to ensure its getting the most urgent attention throughout the organisation.</p> <p>JC apologised and explained working as quickly and safely as we can to fix and mitigate the issue and remains committed to ensuring that this is resolved.</p> <p>LW explained that 4 staff members (Customer Reps and Liaison) have don't a significant letter drop as we couldn't deploy a text as there was too much detail given. It also had an option for residents to sign up to notifications if they want too.</p> <p>Share notifications with Rob Gray as he can share on FORCE socials.</p> <p>Barry Edwards asked about the issue on E battery – The difficulties with solids (High flows) have been experienced on all batteries, E has presented some issues on its Final Settlement Tanks, the issues with E is that it is higher so issues are experienced much more quickly, although mitigated quickly with an odour suppression unit.</p> <p>Barry E asked whether we need to cover Battery E – Josh C asked for that to be discussed in technical working group.</p> <p>Rob G – Asked if there was a health risk to staff/residents with increased H₂S levels, JC explained that all staff wear personal gas monitors – high for staff is 5PPM (Parts per million) and they must evacuate the area if this does alarm.</p> <p>The odour monitors monitor for 0.015ppm as this is the highest, we are allowed to let escape the boundary – there have been peaks beyond the boundary which we have self-reported to Hounslow but these have not been for a sustained amount of time or anything that would cause harm.</p> <p>ClIr Katie Mansfield asked if there was a high risk this could happen again before the permanent repair is in place, JC has explained that staff members are monitoring the area 24/7 and we are</p>

	<p>constantly checking it to ensure the repair is holding well and we would pick it up much more quickly to ensure it wouldn't happen to the same severity again. Expediting the repair but its likely to be weeks but need to be mindful they are specialist repairs and parts that are needed, also the plant will need to be shut down which impacts on the operation, so timing and execution is key.</p> <p>Proactive Odour Risk Assessment JC ran through the slide; these are parts we know are susceptible to odour and we are monitoring continually and mitigating where necessary. All things that are being kept on top of, cleaning up spills quickly etx... Storm tank cleans going well but being hampered by the wet weather and we are quickly working this year to be ahead of where we were last year. FSTs have been a challenge and ensuring that we are staying on top using the tanker on site and de-scumming and working hard to stay on top of them where they can.</p> <p>Mitigation – Odour suppressant unit locations, which we are moving depending on wind direction and effectiveness.</p>
5	<p>Major Projects Update (David Bradshaw & Eugene Cottrell)</p> <p>Dave B - Directly Managed Capital and specifically fix the basics investment programme, 6.1 million to address highest risk on sites, see locations on slide for details. Next slides provide an update on the progress of all the works we are completing, when they should be complete and the percentage.</p> <p>Overview of directly managed capital for the catchment.</p> <p>Heather F asked if the budget on the directly managed capital was an annual budget, DB explained it was for Y4 so annual budget.</p> <p>Major Projects – Eugene Cottrell</p> <p>Gas 2 Grid – Plant commissioned and in the final week of reliability testing, we will then go to full operation of the plant. 7000 cubic metres of biomethane being produced a day, once in full operation that number will go up. Photograph on slide is of the gas to grid plant.</p> <p>AMP7 Resilience programme – Will go on until 2027. Update on the works outstanding ran through. Digesters – Wall extensions, digestion sludge pipeline is being constructed. All projects are going well and progressing well.</p> <p>Rob Gray – Asked about the flare stack, Eugene explained it's an emergency flare stack only if an assets fails on gas 2 grid. AMP7 works but not being complete until 2027 – EC – Explained that the plan was always that we would roll over into AMP8 and budget is moved over too and included in PR24.</p> <p>Barry Edwards – Asked if there was still a budget of 100 million for odour elimination? JC advised we would get an answer on that one, but it doesn't make up part of J010. Team to take away – action.</p> <p>Josh Callaway explained that all this work goes on in addition to the running of the site, gas 2 grid is something we are really excited about on site.</p>
6	<p>AOB & Close (Ashley Book / All)</p>

	<p>Rob Gray – Shocking about c7300 tons of wet wipes removed from the process just in Mogden, discussion had around the recently passed bill about banning plastic in wet wipes and how much difference this will make and whether plastic replacements will come into play. Thames Water remains to work closely with all key agencies and as part of the consultation as its such a problem in the network we clear 75000+ blockages a year as well As removing hundreds of thousands of tons from the treatment process across the estate. Discussion around educating and communication on Bin it don't block it, LW explained that we are looking to do more locally and within the catchment to educate and we will use the local statistics within these communications as they are more personal.</p> <p>Ruth Cadbury MP asked about fat blockages and whether local authorities and thames water could be buying the fat off these establishments, to then save money on clearing blockages. LW explained that we have a network protection team, where they work in hotspots to work with local businesses closely on how they can protect the environment and capture fat instead of putting it down the drain.</p> <p>RCMP expressed that this isn't a long-term solution as unless its easier than it being put down the drain it won't drive behaviour change.</p> <p>Michael Benke advised there has been work done in the past and we will continue to work and find innovative solutions to all issues.</p> <p>Barry Edwards asked for a Mogden technical working group to happen within the next 2 months. Ashley Book has confirmed that we are committed, and he will step in for Anna Boyles in the interim as covering the head of catchment.</p> <p>Barry Edwards asked about the compulsory use of British standards and advised that if they were followed then it would solve many problems, British standards should be followed by all organisations. More of a society problem, we have all got to get together to demand that British standards are being used. BE asked if our budget has doubled as our flow has more than doubled since he has been coming to these meetings. Increasing population and climate change and there needs to be organised systemic British standard approach needs to be implemented.</p> <p>Murray asked about the chair for the technical working group LW has taken as an action to find out who the new chair is.</p>
7	<p>Teddington DRA Update</p> <p>The slides have been included but unfortunately someone couldn't attend today but we remain committed to keeping updates within this meeting, any questions regarding the slides can be sent to Lena Wallin or directly to Conor Loughney (conor.loughney@thameswater.co.uk)</p>