

# Mogden Residents Meeting



## Agenda

Date: 25<sup>th</sup> July 2024  
Time: 18:00

Venue: Mogden Sewage Treatment Works  
Admin Building  
Main Conference Room

Item	Description
1	<p><b>Welcome and Introductions</b> (Ashley Book)</p> <p>Attending: Cllr Katherine Dunne, Cllr John Stroud-Turp, Lorien Kelly (Virtual), Barry Edwards, Rob Gray, Heather Flint, Tony Bull Manira Khan (TW) Andrei Costiuc (TW), Josh Callaway (TW), Ashley Book (TW), Chantelle Dixon (TW), Jack Telfer (TW), Makala McCauley (TW), Lena Wallin (TW) Parminder Sekhon (TW)</p> <p>Apologies: Ruth Cadbury MP, Munira Wilson MP, Cllr Katie Mansfield, Keith Knight, Maggie Thorburn, Murray Edwards, Nic Ferriday.</p>
2	<p><b>Action Review (Lena Wallin)</b></p> <p>Discussion around WHO guidelines, discussing the difference between the 0.015ppm that TW follow as per LBH guidelines and the 0.008ppm. Lena Wallin explained that the site does not continually operate just below 0.015ppm and is often well below the 0.008ppm the only time the site will breach 0.015ppm is when something has gone wrong, as can happen with large operational site and given the nature of the site but optimal level is achieved most days and is well below the 0.008ppm. It was discussed at length and decided that we would look back and see what the levels were back in 2010 and compare the levels to today's level, this will take both TW and LBH to delve into archives and with current resources challenges may not be a quick turnaround but it something that can be done.</p> <p>Barry Edwards has expressed he'd like to understand why the limit has been set at 0.015ppm if LBH and TW could provide an explanation on this.</p> <p>Discussion around Mogden technical working group and the need for it, explained that these meeting are run by TW asset management as they take on a longer-term view outside of operations and the future of Mogden, the next technical working group is looking to be set out in Early October. LW has committed to try and lock down a date for this meeting.</p> <p>Barry Edwards discussed ISO British standards, compliance and conformity, the easiest way to meet expectations is to meet ISO and all organisations should follow ISO. Barry has explained he doesn't believe that TW meet these standards, he would like to be able to discuss this more at the technical working group.</p> <p>Barry Edwards discussed reporting odour that Hounslow and TW reporting system was not working and no option to report odour, on behalf of TW Lena Wallin answered that there is currently a project undergoing around customer communication and the telephone options are being looked into, it will never have a dedicated option for reporting odour at Mogden as we serve over 15 million customers across the patch but it has been fed back that it should be easier to report nuisance at sites, LW confirmed the easiest way for residents to report odour is online on the website. Feedback has been given to LBH about the issues with their phone line.</p>

	<p>Barry expressed the need to work forward with the new government and the need to move forward in a sensible way, as it's setting up the people who run the works to fail as hands are tied. A good system of high standards is needed to move forward.</p> <p>Rob Gray recommended that we look at past readings from pre 2005 to see if we can compare the readings from then to now. Barry Edwards explained the baseline was set in 2003 whilst the abatement notice was in place and LBH should also have the records. This has been noted as an action.</p> <p>Barry Edwards has asked on behalf of Murray Edwards that we continue to have the Richmond reporting action on the action review as this still isn't where it needs to be for Richmond residents.</p> <p>Rob Gray – Discussion around Swift boxes and whether they are working and being used, Chantelle Dixon advised that they are unable to check at the moment as swifts aren't allowed to be disturbed between June and September, but we can have an update for our October meeting and will speak to bio-diversity.</p>
3.	<p><b>Mogden POS Project – Manira Khan &amp; Andrei Costiuc</b> Clean Water Project Land north of the STW is being used as a pump out shaft. This is to add resilience to drinking water and to back up Hampton pump out shaft which has had 3 major power outages Impacts 94,000 properties. Works will continue until 2027.</p> <ul style="list-style-type: none"> <li>• Inspection to chambers on Whitton High Street <ul style="list-style-type: none"> <li>➤ Period of inspection: 8<sup>th</sup> – 9<sup>th</sup> August</li> <li>➤ Time of works: 10pm – 5am</li> <li>➤ Impact to local residents: No noise associated with these works, temporary traffic lights in place during inspection.</li> </ul> </li> <li>• Surveys on Worton Road - locating &amp; test condition of water main. <ul style="list-style-type: none"> <li>➤ Period of surveys: 12<sup>th</sup> – 21<sup>st</sup> August</li> <li>➤ Time of works: 8am – 6pm</li> <li>➤ Impact to residents: 3-way traffic lights at Worton Rd junction with Farnell Rd. Some noise associated with these works.</li> </ul> </li> </ul>
4	<p><b>Major Projects – Parminder Sekhon &amp; David Bradshaw</b></p> <p><b>Parm Sekhon – J010</b> -Main Pumping Station Upgrades – Asbestos works have started in the building -Batter C Blower Upgrades – Various upgrades, starting to put aeration grids down in 4 weeks. -Digester works – Ongoing modifications taking 2 out at a time. Comprehensive construction and hard to balance between ongoing operation, converting from floating roofs where there is a seal and convert. -Sludge Area – OCU 15 seeding currently, replace the current OCU. There is a risk of odour whilst these works are carried out. A notification was issued on Monday to explain the necessities of this work and the risks involved and the mitigation taking place such as odour suppression units.</p> <p>Barry Edwards – Asked if there was another method that can be used instead of odour suppression such as sucking the air or a container that could be put over the area? As part of the sign off for the works we have evaluated the risk, we wouldn't be able to cover due to the gas in the area and making an explosive atmosphere, our assessment is that odour suppression units should suitably mitigate.</p> <p><b>David Bradshaw – Capital Investment</b></p>

	<p>-Funding in addition to upgrade resilience at the work – operations led capital investment, not quite as big as J010, as you can see from the map it is widespread and does impact our site, the purpose of the project is to ‘fix the basics’ pro-active investment.</p> <p>-Progress on works – Archimedes screw pump 1 of 3 that lift incoming flow to allow it to gravitate through the west side of the works, one of the screws removed, taken to the factory for refurbishment and will be returned to site in September then look to get installed ASAP.</p> <p>- Drum thickening poly make up – most work is done in the factory, scheduled for factory testing/</p> <p>-Grit Removal Plant, 10% complete but we do anticipate this will be completed within the next month.</p> <p>-A&amp;B battery penstock refurbishment, we have issues with isolating incoming flows at times, so we need ideal conditions, the last year hasn’t been ideal conditions for isolation so this will take longer.</p> <p>-Main pumping station refurb – on schedule shows level of time and investment going into this area – not due to be complete until 2025.</p> <p>BE – Add to technical working group around emissions difference from CHP</p>
5	<p><b>Operational Updates – Joshua Callaway</b></p> <p>Ran through consented discharges slide, explaining that July has been particularly challenging but shows the period of rainfall and April, May and July have exceeded the expected rainfall. It’s been a wet year apart from June.</p> <p>Contextualising the demographic expansion of west London and the impact of climate change increases the difficulty and complexities of running the STW is increased.</p> <p>Mogden has processed over 225,000,000,000 litres of raw sewage.</p> <p>C 7300 tons of screenings (wet wipes, sanitary products) removed from the process.</p> <p>Focus of the 3 months has been to stabilise and control site with the increased flows, focus on mixed liquor controls, thickening availability, and PST (Primary Settlement Tanks) refurbishments. Interface with capital projects, there is a lot going on site and lots of puzzles to navigate to ensure we can refurbish the site but continue to operate.</p> <p>Rob Gray – 7000 tons of screenings, 3kg of stuff per person per year that’s going down the sewers, which is shocking. FORCE could help by putting it into a social media release.</p> <p>Thames Water have a BIDBI campaign, but we see a bigger impact when environmental groups and communities focus on these areas.</p> <p>Action – Josh/Lena to send over pictures of RAG blockages on screens over to FORCE. Will also provide to anyone else who wants to share.</p> <p>We will continue to be transparent and honest with the challenges faced on site.</p> <p>Heather Flint asked about flushable wet wipes ones that say they are ‘flushable’ and that the manufacturers producing them is there anything more government can do – discussion around the DEFRA movement on banning plastic in wet wipes.</p> <p>Barry Edwards asked if we didn’t have rain flow coming into the works would Thames water need to go to river, Josh Callaway explained if we just had dry weather flow then yes, it’s unlikely that the storm tanks and storm discharges would occur, but separation of the systems is a long term problem.</p> <p>Barry Edwards asked about forever chemicals going into the river.</p> <p>Josh Callaway discussed some of the things the operational team has been focused on around the site including housekeeping tasks and stand downs for site proud.</p> <p>Slide 25 spoken through around some of the maintenance carried out to the duke of Northumberland walkway including graffiti removal and the team being out and about in the community, this is to show how we are trying to do more and more in the community to show we care.</p>

	<p>Barry Edwards asked if we have CCTV down the duke of Northumberland as there are concerns around attacks, there needs to be a discussion with Hounslow.</p> <p>Complaints – all are relating to odour apart from 2 which have been around vegetation around site. There have been improvements made to the reporting system following feedback from MRAG and residents about reporting, as soon as it reported we will investigate straight away, the main thing is that its reported so we can investigate and mitigate 100%, its positive that these are being reported directly to us as it allows us to fix it directly.</p> <p>Barry Edwards has expressed that he doesn't feel reporting to Thames Water is the right way to report and it should be reported directly to Hounslow, and they should investigate. Barry has expressed he'd like to see 'proper' reporting of reduction in odour issues. Concerns raised about the reporting system and its not pulling information correctly.</p> <p>Josh Callaway – Has explained that all reports are made to TW follow a strict process is followed to investigate odour immediately and there have been times that it's been reported, and we have been able to mitigate immediately. Although we understand it is much more effective for us to know its happening when its happening instead of a week later when we cannot fix it and there is a high likelihood of reoccurrence.</p> <p>Barry Edwards has explained prevention is key and has expressed he like an informal site visit.</p>
6.	<p><b>Teddington DRA Update</b></p> <p><b>Conor Loughney is contactable for any further questions on the slides.</b></p> <p><b>-Changes to design plan include moving from pipe jacking to tunnel boring, this means the shafts wont happen at Ivybridge, Ham Lands, Moormead Parks and land to the west of riverside drive playground.</b></p> <p><b>-Reduction on impact to local communities during construction phase.</b></p> <p><b>-Newsletters have been issued to local authorities and hard copies can be found at the bridgelink community centre.</b></p> <p>Rob Gray raised a concern that it seemed dis-ingenious that TW were increasing the tunnel size, as TW originally put in to be able to replace more, could we have a statement around this to reassure that won't be any more going down the tunnel then what is in the current proposal.</p> <ul style="list-style-type: none"> <li><i>Changing the design of the recycled water pipeline that would transfer recycled water from Mogden Sewage Treatment Works to the River Thames by increasing the internal diameter of the recycled water pipeline from 1.8 metres (as presented in 2023) to 3.5 metres, and therefore constructing it as a tunnel. Even though we will be constructing a bigger tunnel instead of a smaller pipeline, the amount of recycled water we will be sending through it remains unchanged. The amount of recycled water produced by the project is governed by the needs case detailed in the Water Resources Management Plan. The purpose of increasing the tunnel size is not to increase the water flow but to reduce the surface level impacts from the pipeline intermediate shafts.</i></li> </ul> <p><b>Heather Flint raised several questions which will be answered and shared with these minutes.</b></p> <p>What work has been done on water quality?</p>

	<ul style="list-style-type: none"> <li><i>We are in the process of commissioning a pilot plant that will help us better understand the technology involved and the discharge provided by the proposed tertiary treatment plant . Over the course of the next few months, we will assess the data received from the pilot plant and refine the processes and design where necessary. The recycled water discharged as part of the scheme will be of higher quality than the current quality of the River Thames, so will not deteriorate water quality. There will not be a physical pathway for storm overflows to be discharged through the new discharge.</i></li> </ul> <p>What is the time difference between the two methods (boaring/pipe jacking)</p> <ul style="list-style-type: none"> <li><i>Using a tunnel boring machine should enable the construction of the conveyance route between Mogden and the river to be complete more quickly. As we better understand the ground conditions through our ground investigations and refine the alignment of the route, we will be able to say with more certainty what the difference in duration may be.</i></li> </ul> <p>One question was around how long would this take to build and implement VS building more reservoirs instead?</p> <ul style="list-style-type: none"> <li><i>Simply put, TDRA is a project that provides resilience more quickly than a reservoir. SESRO, a new reservoir being proposed for the Abingdon region will take roughly 10 years to construct, whereas, TDRA would take approximately three.</i></li> </ul> <p>Can residents be advised when the next public forums are and ensure they are sent to everyone in the group.</p> <ul style="list-style-type: none"> <li><i>The public information events are being planned for this Autumn. We hope to confirm exact dates soon and can ensure that these are shared with residents. As a rough guide, we anticipate they will begin in late September.</i></li> </ul> <p>Conor or a representative of the TDRA scheme will attend the next meeting.</p>
7.	<p><b>AOB/Close</b></p> <p>Barry Edwards – Recycling carbon on OCUs</p> <p>Barry Edwards – Asked about grit and what we had put into place after the event on the duke of Northumberland.  Answer: Increase SMART network, Cleaning of surface water storage tanks, Trunks cleans regularly and re-enforcement of the CSO’s with steel which would give more integrity and would result in flooding in works instead of flooding to the duke of Northumberland.</p> <p>Thank you for attending.  The next meeting will be the 24<sup>th</sup> October 2024.</p>