

# Mogden Residents Meeting

## Agenda

Date: 21<sup>st</sup> November 2024  
Time: 18:00pm

Venue: Mogden Sewage Treatment Works  
Admin Building  
Main Conference Room

Item	Description
1	<p><b>Welcome &amp; Introductions (Ashley Book)</b> Attending: Heather Flint, Barry Edwards, Rob Gray, Domini Bingham, Leroy Philips, Joyce Diment Ashley Book (TW), David Chowings (TW), Chantelle Dixon (TW), Rohan Kapila (TW), David Bradshaw (Virtual), Conor Loughney (Virtual)</p>
2	<p><b>Actions Review (Ashley Book)</b> Discussion around H2S Guidelines and who the action falls under for the understanding why the limit has been set at 0.015ppm, whether it is for London Borough of Hounslow or Thames Water. Ruth Cadbury contacted Thames Water directly and has contacted residents directly. Ruth Cadbury to report on next meeting. We touched on the point of historic readings, which potentially is possible.</p> <p>Discussion around Mogden technical working group and the need for it. Advised it should be run with TW asset management. However, an alternative suggestion was whether it could be run in Mogden locally and setting the terms of reference for it to be successful. <b>Action:</b> Requirement to get the working group started and set out the terms of reference.</p> <p>From previous action around Richmond Council, however we had no representative from Richmond council. Action: Ashley said he will speak with the council regarding this issue.</p> <p>Discussion about reporting odour for STW and it was decided to keep this as a continuous action, to continue to drive for improvement where we can as a company. Action: Chantelle Dixon and Makala McCauley to look into the odour complaint process and report back in next meeting.</p> <p>Previous action about Swift Boxes, will be mentioned after the Teddington DRA update.</p>
3	<p><b>Teddington DRA – Conor Loughney</b> Changes that were made were publicised in July 24, through the newsletter. This includes;</p> <ul style="list-style-type: none"><li>- No longer pipe jacking from Mogden to the river, instead a change in methodology, meaning that the internal diameter of the conveyance route has increased from a 1.8 metre internal diameter pipeline to a 3.5 metre 3.5 metre internal diameter tunnel.</li><li>- Flow from the plant, hopefully reducing people's concerns about there being a constant flow of recycled water.</li></ul> <p>Concerns raised regarding the environmental impact, due to receive the EA scoping report within the next couple of days with assessments ongoing. Statutory consultation due to take place around early summer 2025. Heather Flint raised concerns and queried about the consultation, Conor confirmed members of the public, the statutory consultation will include regulators, statutory consultees as well as the local community will all be consulted.</p>

	<p><b>Action:</b> Provide Heather Flints email to Conor and also discussed the option of organising a meeting regarding concerns for Teddington DRA, to also provide emails of the residents to pick up separately.</p>
	<p><b>Swift Boxes – Chantelle Dixon</b> Sighted in April 2023, restored 6 which were on top of main admin building (pictures shown in the slides). It has been noted they are being kept in place, potentially showing signs, they have been used but not a guarantee. Potentially when in season, setting up cameras so it can be seen what is going on, but Chantelle will keep going with the update.</p>
4	<p><b>Capital Investment – David Bradshaw</b> Two large capital investments on site, which circulating to around £6million worth of investment targeting to keep the site running and operating. Primarily focus on a few key points:</p> <ul style="list-style-type: none"> <li>- Odour control unit: Mechanical install has been completed, and electrical install is ongoing, anticipate being completed by Christmas.</li> <li>- Screens refurbishment is now completed, which keeps the site resilient and prevents blockages and blocking pumps.</li> <li>- Screw pump refurbishment</li> </ul> <p>Programme of completion, showing a few reds mostly due to scope of work changes and priorities changing through year. Another two Capital Maintenance Project shown in orange (slide 20), circulating to £10.8million. Also showing in yellow is the Mogden Resilience Project, circulating £100million.</p> <p>Concern raised about pollution incident a couple of years ago, from the result of excessive grit that came into the system. Referring to the works on West side grit removal enhancement – will it reduce the risk of that happening again? Ongoing monitoring within the catchment for grit, David Bradshaw will need to confirm. Discussion on the ongoing programme for locating, mapping and maintenance for grit. <b>Action:</b> David Chowings to fully update on grit capacity for next residents meeting.</p>
5	<p><b>Operational Updates – David Chowings</b></p> <p>Ran through consented discharges slide, since the last quarter we had seven discharges to river. Referring to the heavy rain in September 2024, which was the second biggest rainfall of the year.</p> <p>From the site loading and improvements slide, showing as we went into the winter period the amount of ammonia and solids has increased. Despite the loading increasing, we are using less air.</p> <p>Rags (Wet wipes/Sanitary products) are now monitored of what we remove from the system and unfortunately goes to landfill.</p> <ul style="list-style-type: none"> <li>- September 2024: 179.1tonne</li> <li>- October 2024: 212.4tonne</li> </ul> <p>We see this decrease in the summer and the increase again throughout the winter period. <b>Action:</b> To use images of rags across social media platforms, that is removed from the system, to show the public how much has to unfortunately go to landfill.</p> <p>Trunk Sewer Supplies – showing the scale of sewers <b>Action:</b> David Chowings to send map to</p> <p>Discussion around going forward with new management in place, what information is required for the residents meeting from treatment. Therefore the response being;</p>

	<ul style="list-style-type: none"> <li>- how the housekeeping makes a difference, backdating previous years to now. What systems do we have now to help previous issues/ concerns that have been raised.</li> <li>- How many people are involved / General housekeeping activities</li> </ul> <p>Also raised the idea of potentially an open day, like what was held in previous years. Opening for the wider public/ schools, etc. Being open and transparent and demonstrating what is done at the STW.</p>
6	<p><b>Complaints</b></p> <p>Complaints figures aren't showing particularly high, concerns about the reporting system being inefficient. Including, jobs not attended or if it has and not being a TW issue.</p> <p>Barry's site visit with Josh Callaway, which was raised and will follow up with David Chowings.</p>
7	<p><b>Odour</b></p> <p>Question raised around do TW understand if an emission has occurred and where? Odour issues from outside the STW, which could compromise the abatement noticed and also an area of odour inside just after entry to the site. Concerns raised of the environmental impact from the emissions and air pollution. To further the concern of odour is;</p> <ul style="list-style-type: none"> <li>- Not just on the works, but the impact for the receptors around the works</li> <li>- Understanding the emissions and receptors, the relationship between them.</li> </ul> <p>From Thames Water perspective, we use software's mainly when we receive complaints and use it historically to work – which we do need to change. How can we proactively and collectively discussion around the odour issues.</p> <p><b>Action:</b> To show residents, the software we use and how we track it for next meeting.</p> <p>Also raised Richmond Borough Council have an air quality action plan.</p>
8	<p><b>AOB/Close</b></p>