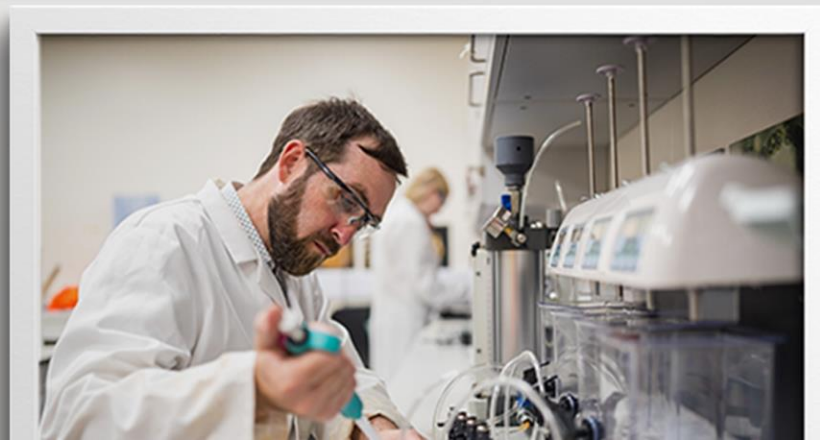
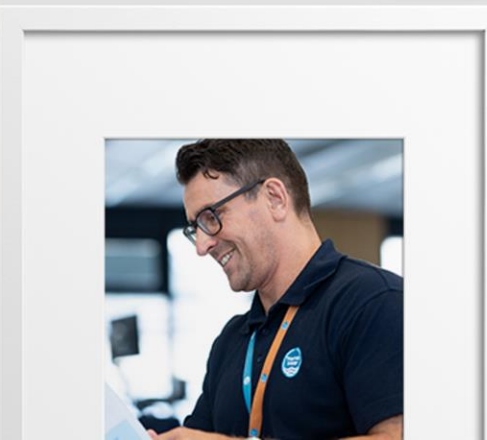
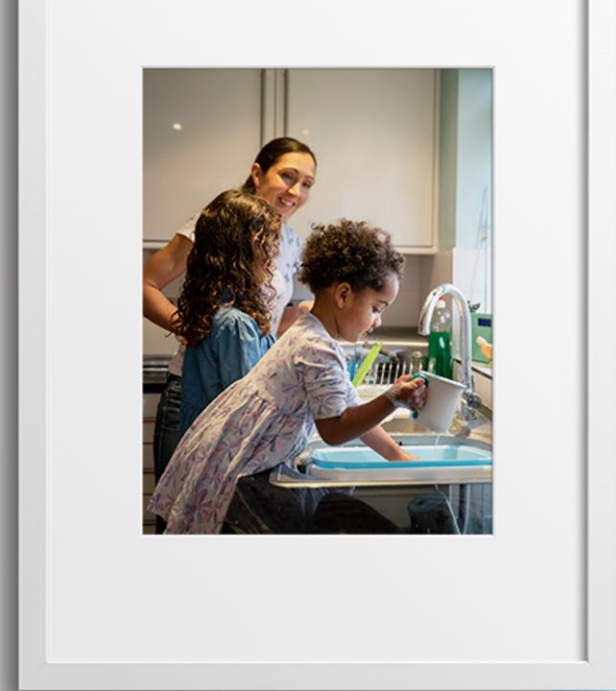
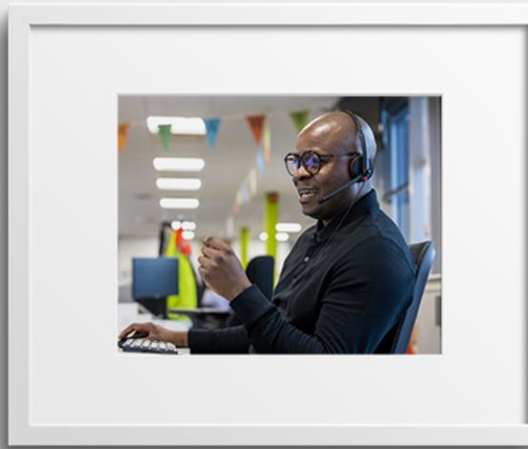
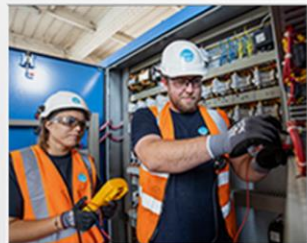


Mogden Catchment

Residents Meeting 21st November 2024



Agenda

1. Welcome & Introductions
2. Actions Review
3. Teddington DRA
4. Capital Investment
5. Operational Updates
6. Complaints
7. Odour
8. AOB / Close



It's everyone's water

Welcome & Introductions

Actions Review

Mogden Residents Meeting Actions: November 2024

Raised by	Action Detail	Due Date	Action Owner	Update	Closed?
Barry Edwards	WHO H2S Guidelines	On-going	LBH	Agreement to look into historic readings to compare these readings with now. Explanation of why the limit has been set at 0.015ppm	
All	To be kept up to dates with developments on the Teddington DRA consultations	On-going	Lena Wallin		
Barry Edwards	Technical Working Group	On-going	Lena Wallin	21/11: Escalated to Graeme on Technical working group and update on both of these. Discussed with Graeme - Looking to be early October 2024/Lena committed to locking down a date	
Barry Edwards	Recent STW procedural failures / BS EN 14001:2015 Conformity and compliance	On-going	Barry Edwards	21/11: Escalated to Graeme on Technical working group and update on both of these. Discussed with Graeme - Looking to be early October 2024/Lena committed to locking down a date	
Murray Edwards	Richmond council reporting - ongoing issues with being able to report odour to Richmond council	On-going			
Barry Edwards	Reporting over the phone there is no option to report odour at Mogden	Oct-24	Lena Wallin	21/11: With our corporate customer team Will confirm the process, can confirm that telephone options are being looked at in the complaint POD also. Unlikely to be a dedicated option for Mogden but can ask that its easier to report odour at a treatment works. The best way for residents to report odour is online.	
Rob Gray	Use of swift boxes, update on whether they have been used	Oct-24	Chantelle Dixon	No obvious sign of nesting. 'They don't need cleaning, or certainly not every year (unless used by another species of bird), but it may give an indication that they've been used. It's still not guaranteed, though, as they are very clean nesters'	Y

Swift Boxes 1, 2 & 3

Installed April 2023 – Checked 17th October 2024

- No obvious signs of nesting
- Flies found inside most of them
- Wasps found in multiple



Swift Boxes 4, 5 & 6

Installed April 2023 – Checked 17th October 2024

- No obvious signs of nesting
- Flies found inside most of them
- Wasps found in multiple

- Spoke to Charlie (TW Nature Reserve Warden):

‘They don't *need* cleaning, or certainly not every year (unless used by another species of bird), but it may give an indication that they've been used. It's still not guaranteed, though, as they are very clean nesters.’



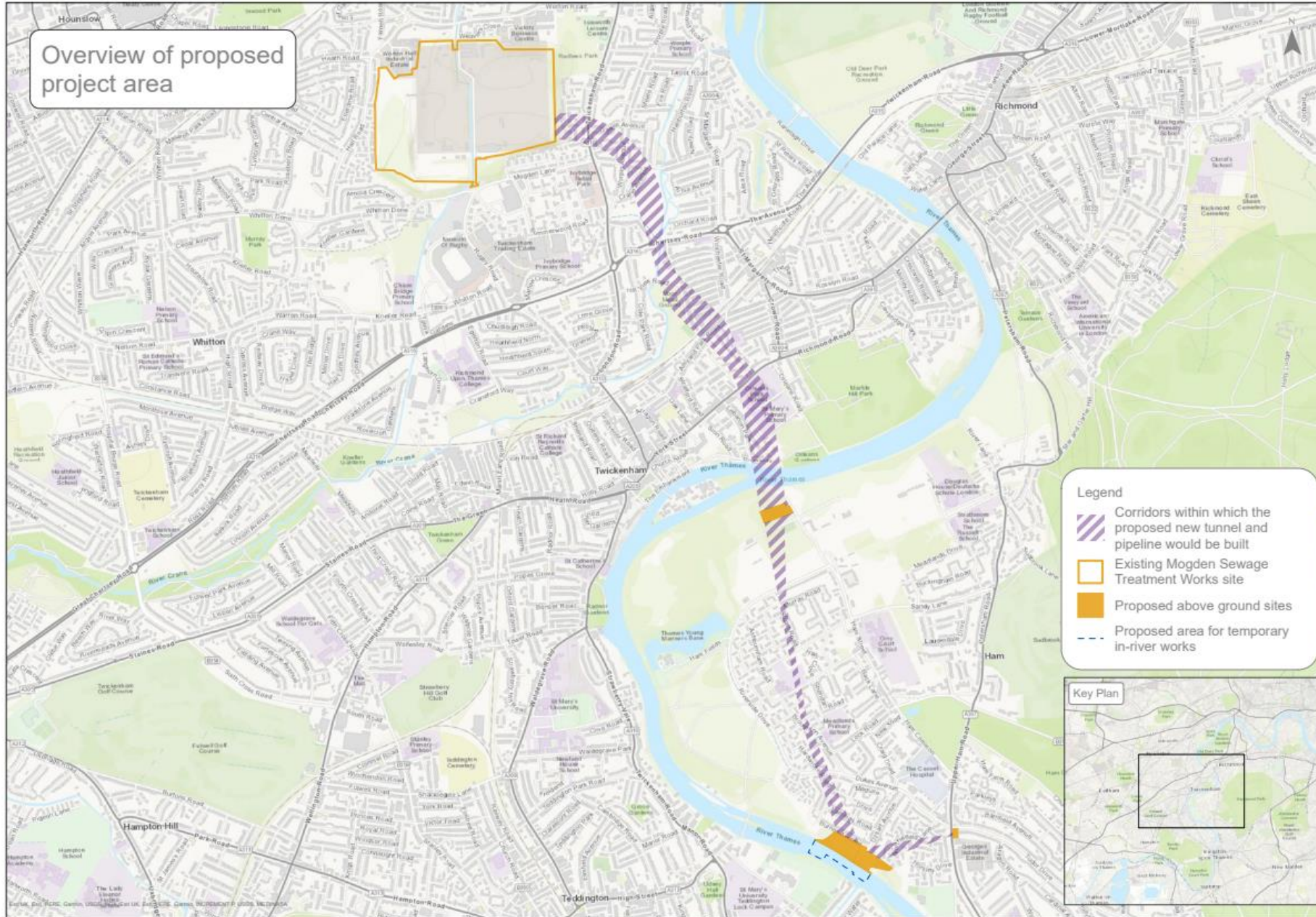
Teddington DRA

The changes made since consultation (Autumn 24)

Teddington DRA – Design Changes following consultation 2023

- Non-statutory consultation and stakeholder engagement feedback has led to a re-evaluation of our design and an investigation into the feasibility of alternative ways to construct TDRA to help address key concerns around potential construction impacts on local communities.
- Key design changes confirmed in May 2024 are to the recycled water conveyance which includes:
 - constructing a 3.5m ID tunnel rather than a 1.8m ID pipeline
 - using a Tunnel Boring Machine rather than pipejacking methods
- These changes mean:
 - A slightly shorter tunnel from Mogden to the River Thames
 - Removal of four intermediate shafts and construction compounds from the project at:
 - Ivybridge Retail Park Car Park - within Hounslow
 - Moormead and Bandy Recreation Ground - within Richmond
 - Land to the west of Riverside Drive Playground - within Richmond
 - Ham Lands, west of Riverside Drive - within Richmond
 - Removal means no above ground construction within these areas impacting on local communities.
 - A single intermediate shaft is still required – preferred location is on 'Land at Ham Playing Fields' off Ham Street – within Richmond
 - All tunnel material would be handled and removed from Mogden STW rather than from any shaft along the conveyance route.
 - Sweetening flow – when not operational will be diverted to Isleworth AIT – 15 MLD/25% of 75 MLD (TBC)

Route corridor



Teddington DRA – TBM



Engagement update



(1)
The Occupier
Moormead Cricket Club
5 Moor Mead Road
TW1 1JS



Thames Water Utilities Limited
Clearwater Court
Vastern Road
Reading
RG1 8DB

17 September 2024

Dear The Occupier,

RE: Underground works for the Teddington Direct River Abstraction project.

As you may be aware, we've been developing proposals for a new water rec Hounslow, Richmond and Kingston. The project, known as "Teddington Dire Abstraction" (TDRA), would combine existing water infrastructure with new pipelines and other infrastructure, to provide additional water supplies during dry weather. You can find out more about it on our website, at www.thames.

You're receiving this letter as we believe that property or rights that you have a may be affected by our proposals for the TDRA project.

Last year, we held a public consultation on our initial proposed site options, focusing on the potential locations of the new shafts and other structures that would be needed. Since then, we've made several changes to our designs.

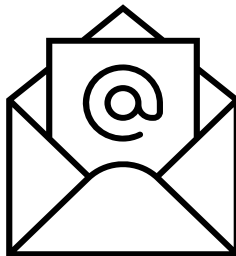
We've identified a corridor between Mogden Sewage Treatment Works (TW7 7LW) and the River Thames, within which we're proposing to construct a new tunnel, deep underground (between 20m and 30m from the surface of the ground to the top of the tunnel).

We've identified that your legal interest is located within the proposed route corridor for the new tunnel. Our proposals are at an early stage, and the corridor we have identified is larger than will be required for the final design, so this doesn't mean a tunnel will necessarily be beneath your property. Some of the corridor may only be needed during construction phase and will therefore not be needed on a permanent basis.

We appreciate that the contents of this letter will prompt many questions and may be concerning for you, so we have prepared more information about our tunnelling proposal which is available on our website, via www.thames.sro.co.uk/TDRA.

We are keen to discuss the proposals with you and invite you to join us at one of the community information events we are holding, where you can come and speak to us about the contents of this letter, and what it means for you.

1,508 newly, potentially affected landowner letters



400 + emails



17 notifications in community spaces

43,727 postcards



You're invited

Community Event Update for Teddington DRA Project



Date	Location	Attendees
01.10.24	Isleworth Public Hall	104
05.10.24	St Richards, Ham	260
09.10.24	Hilton, Kingston	140
14.10.24	York House, Richmond	226
		Total: 730

Key Themes of Discussion

Across all events, similar discussion points were raised by attendees. The major themes included:

Mogden STW and Local Construction Impacts

Concerns about the volume of spoil, HGV traffic, and the effect on ongoing operations at Mogden, particularly in terms of odour control.

Land and Property Concerns

Discussion around the potential of property damage from tunnelling, particularly regarding subsidence. Attendees also raised concerns about declining property values and compulsory purchase orders (CPOs) for affected properties.

Water Quality

Discussions around impacts on water quality in the Thames, particularly the Thames Tideway Tunnel (TTF) and existing discharges at Isleworth Ait.

Visual Impact on Riverside Areas

Conversations about how the project could affect the aesthetics of their local area.

Trust and Transparency

Project Decision Process

Rising Water Bills

Engagement forward look

Engagement milestones

- Ground Investigation – Public Liaison Officer – ongoing
- Ongoing Land owner engagement on GI and alignment related matters.
- Next edition of TDRA newsletter – Late November
- EIA scoping opinion: Planning Inspectorate
- Statement of Community consultation
- Statutory Consultation Q2 2025

NEWSLETTER
IMPROVING DROUGHT
RESILIENCE FOR LON

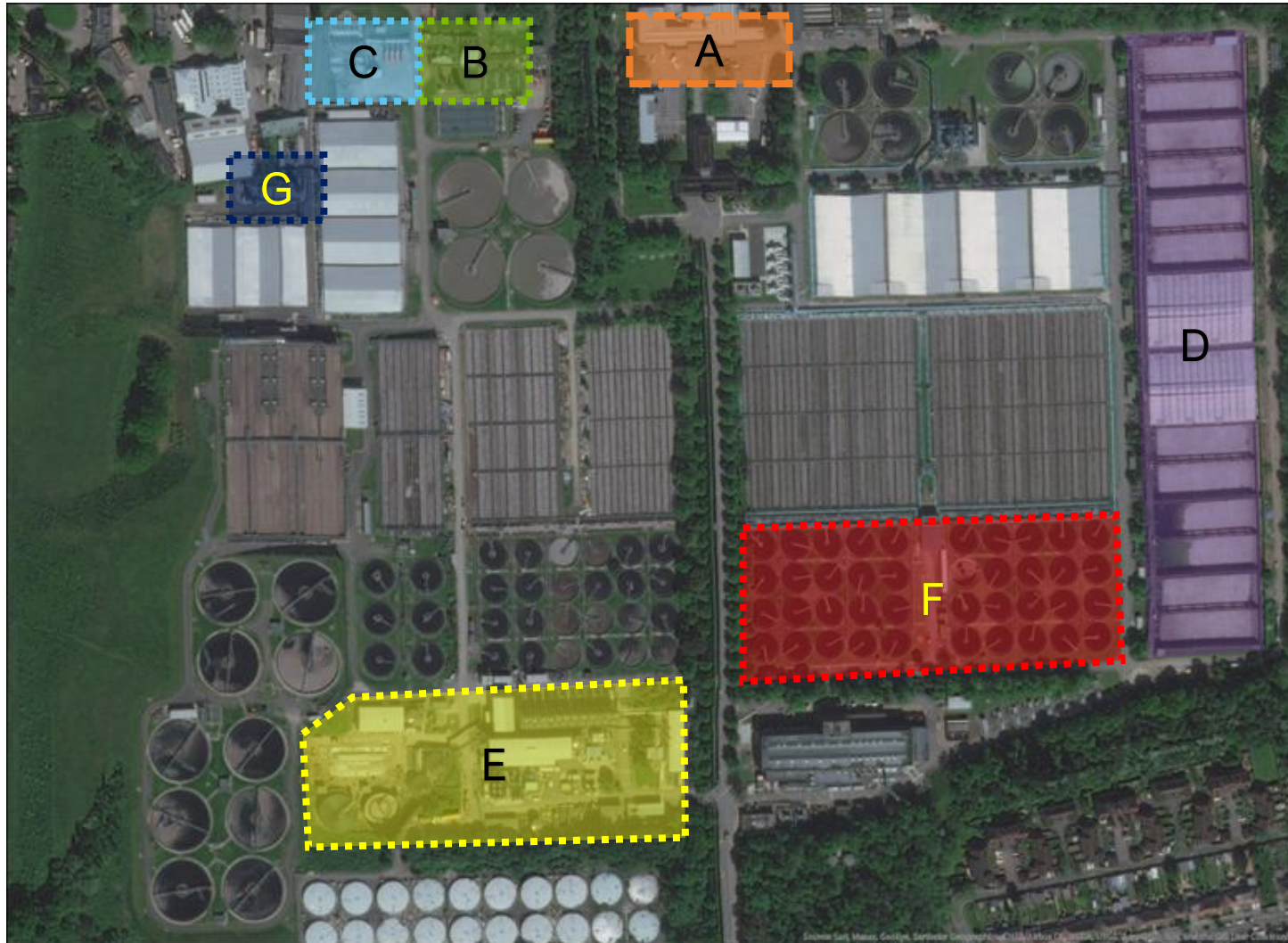
SPRING
2024

ISSUE 1



Capital Investment

Mogden STW - Fix the Basics – Funding Obtained



A	Main Pumping Station	£585k
	Continuation of refurbishment	
B	C&D Preliminary Works	£507k
	Penstock & flow meter install Scew PS upgrades & refurb	
C	E Preliminary Works	£488k
	Inlet screening refurb Grit removal refurbishment	
D	Storm Tank Mixing	£210k
	Mixing control upgrade	
E	Sludge Stream	£2,693k
	Sludge poly system replacement	
	Drum thickener No. 1 replacement	
	PAS refurbishment	
	Boiler replacement + hot water PS14 pump replacement	
F	A & B FSTs	£750k
	FST penstock refurbishment	
G	Odour	£800k
	OCU 11 refurbishment	
H	Iver South	£73k
	Replace poly mixing silo	
TOTAL		£6.076 M

Mogden Fix the Basics - Programme

Title	Planned Start	Planned Finish	Percent Complete
Mogden STW - OCU 11 Refurbishment	08/11/2023	31/07/2024	87%
Mogden STW - Storm tank Amajets and control panel refurbishment	18/12/2023	31/03/2025	51%
Mogden STW - Raw Sludge Drum Thickener Replacement	01/11/2023	29/11/2024	85%
Mogden STW - Archimedes Screw Pump Upgrade	07/11/2023	30/10/2024	55%
Mogden STW - Drum Thickening Poly Make up Control Panel	01/01/2024	31/04/2025	38%
Mogden STW - D & E Battery Inlet Screens Proactive Refurbishment	03/10/2023	31/10/2024	100%
Mogden STW - Battery D Settled Sewage Inlet penstock	26/11/2023	15/09/2024	92%
Mogden STW – PAS Stream Refurbishment	25/24/2024	15/10/2024	81%
Mogden STW - West Side Grit Removal Enhancement	30/11/2023	31/03/2025	12%
Mogden STW - A&B Battery Penstock Refurb	01/11/2023	30/11/2026	0%
Mogden STW - MRP - Main Pumping Station Refurbishment	01/11/2023	01/01/2025	38%
Mogden STW - Pumping Station 14 Pump 4 Replacement Bare Shaft Pump	03/10/2023	31/03/2024	100%
Mogden STW - Odour Suppression Units	03/10/2023	31/03/2024	100%
Mogden STW - PAS 4 Heat exchanger coil failure and reactor stirrer failure	24/01/2024	30/08/2024	100%
Mogden STW - Year 4 & 5 Ops Investment Proposal - Hot Water System - Replacement	01/08/2024	01/08/2025	0%
Mogden STW - Main SPS - Incoming Power Supply Upgrade	15/01/2024	20/03/2024	100%

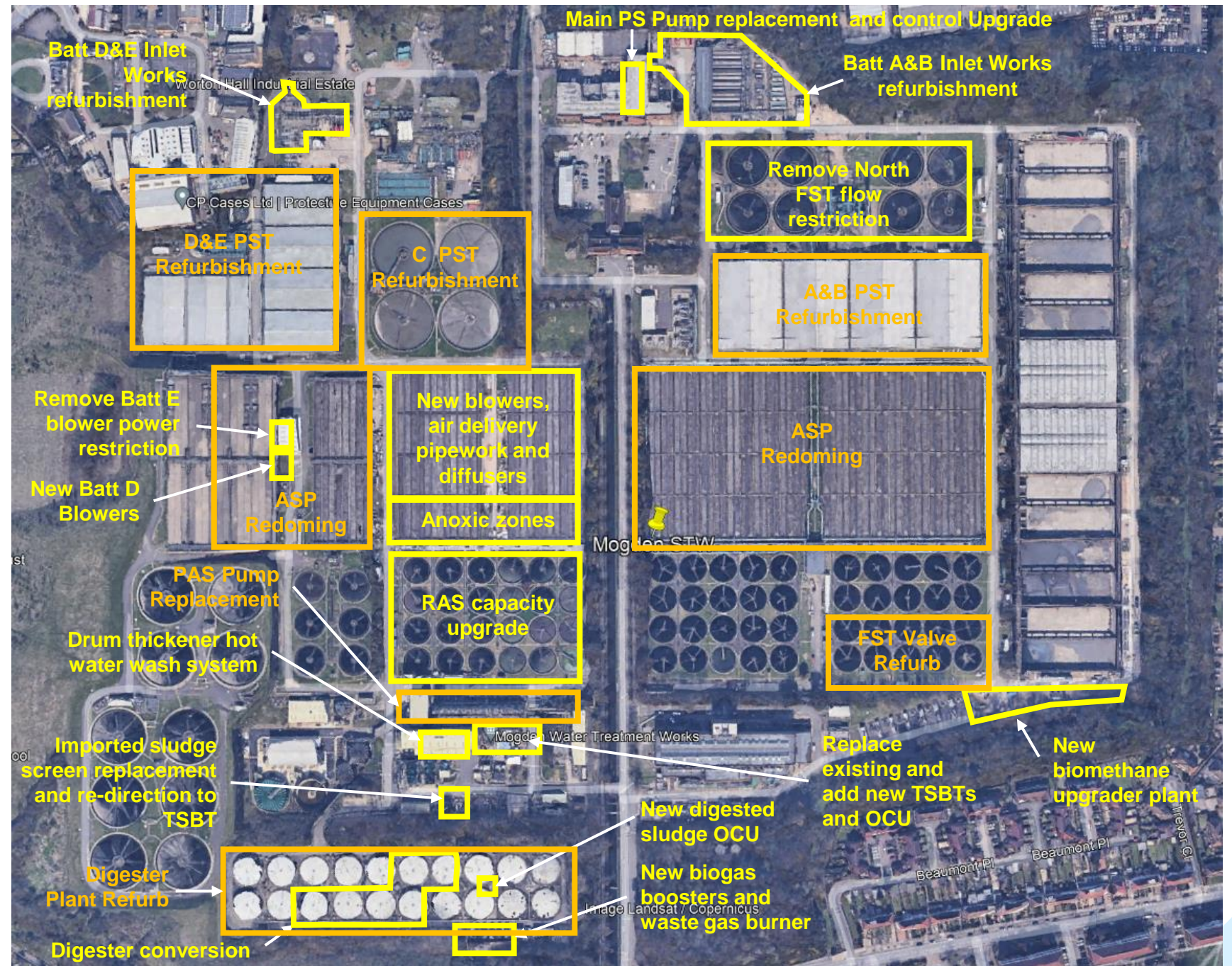
Mogden Investment

Capital Maintenance Project

- Circa £10.8 million
- WORKS COMPLETED

Mogden Resilience Project

- Circa £100 million



View of Battery C works



Foundation for Pumping House



Lane 13 – Battery C

View of Biogas and Digester Works



Demolition of old OCU



Digester 16

J010 – Mogden Resilience - Programme

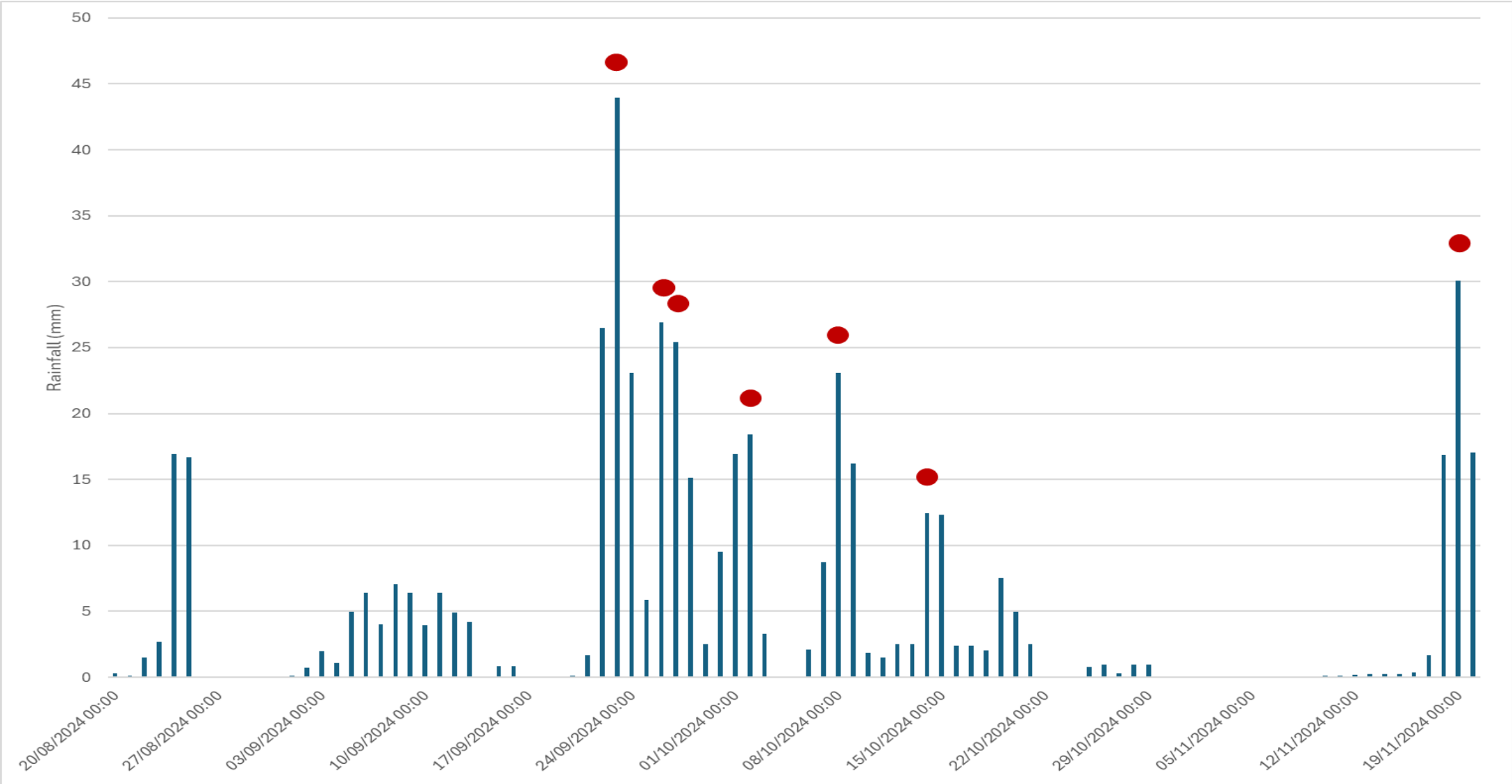
Milestone / stage gate	Forecast
Notice to Proceed	1/11/22
Take Over of all sections	29/03/28
Take Over- Section A Biogas & AD Study	7/11/24
Take Over – Section B Batt C ASP	28/08/26
Take Over- Section C W/water Plant & Fibre Optic PCN	9/05/24
Take Over Section D Batt D & E blowers	23/09/24
Take Over Section F Electrical Scope items	13/11/25
Take Over Section G Sludge area & SCADA	16/10/26
Take Over Section H Digesters	24/03/28
Switch off of existing Battery C & D Blowers	14/07/24

Operational Updates

Operational update – Consented Discharge Vs. Rainfall Data



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



● Discharge to River

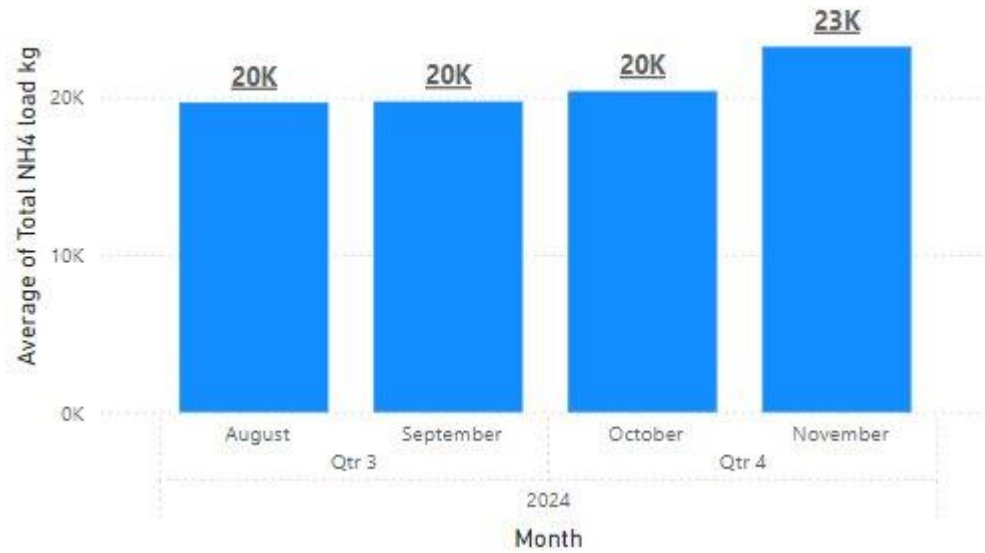
MM of Rainfall at Heathrow

Operational update – Site loading and improvements.



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

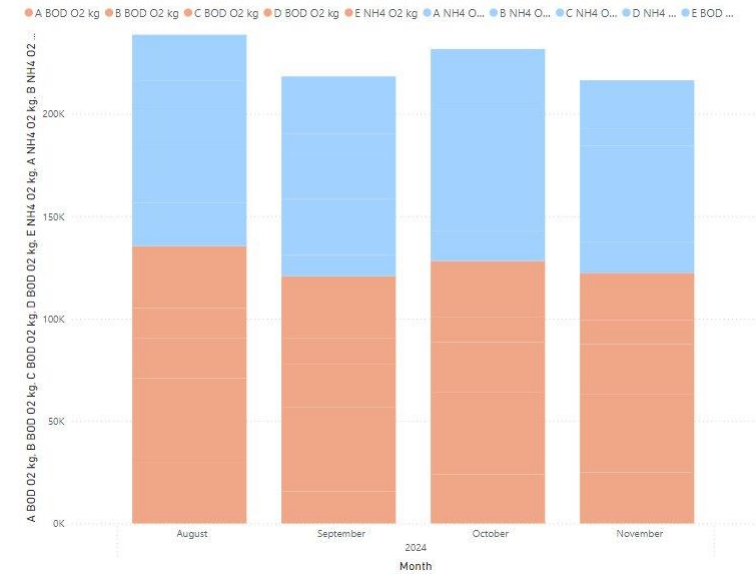
Average of Total NH4 load kg by Year, Quarter and Month



Tonnes of RAG removed from Crude Sewage

- September 2024 179.1 T
- October 2024 212.4 T

O2 Stacked Map

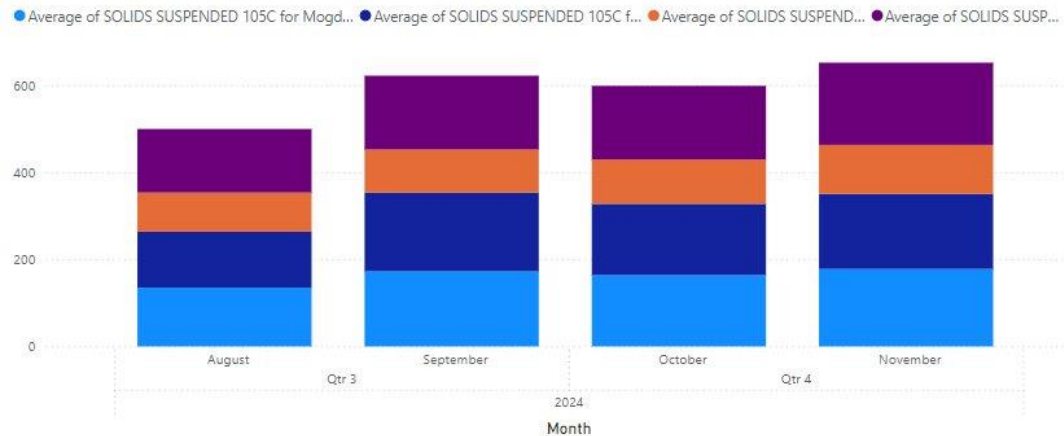


Total O2 Demand - Decreasing

Crude Sewage Flow by Year, Quarter, Month and Day



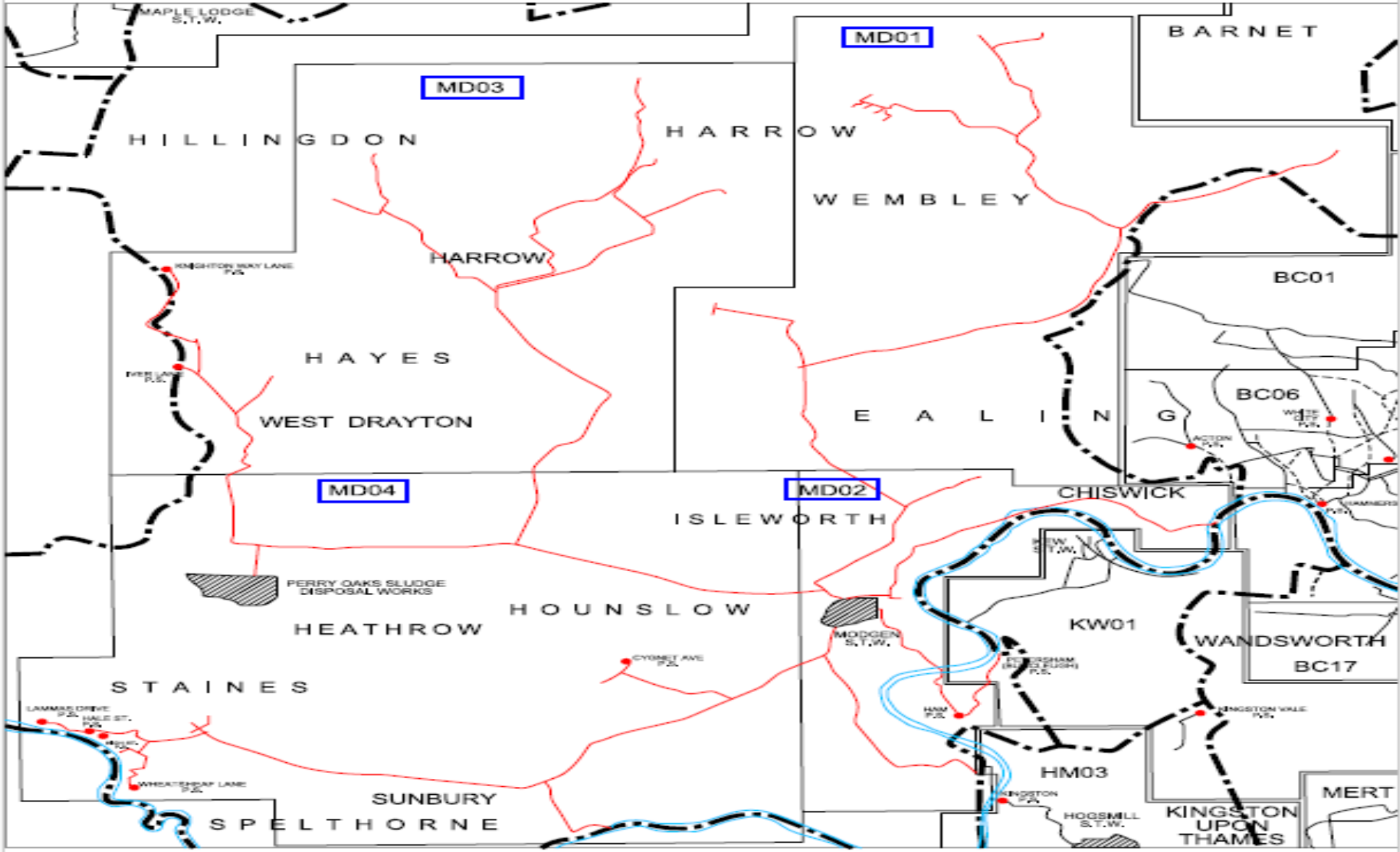
Solids Load to Site



Operational update – Mogden Trunk sewer supplies



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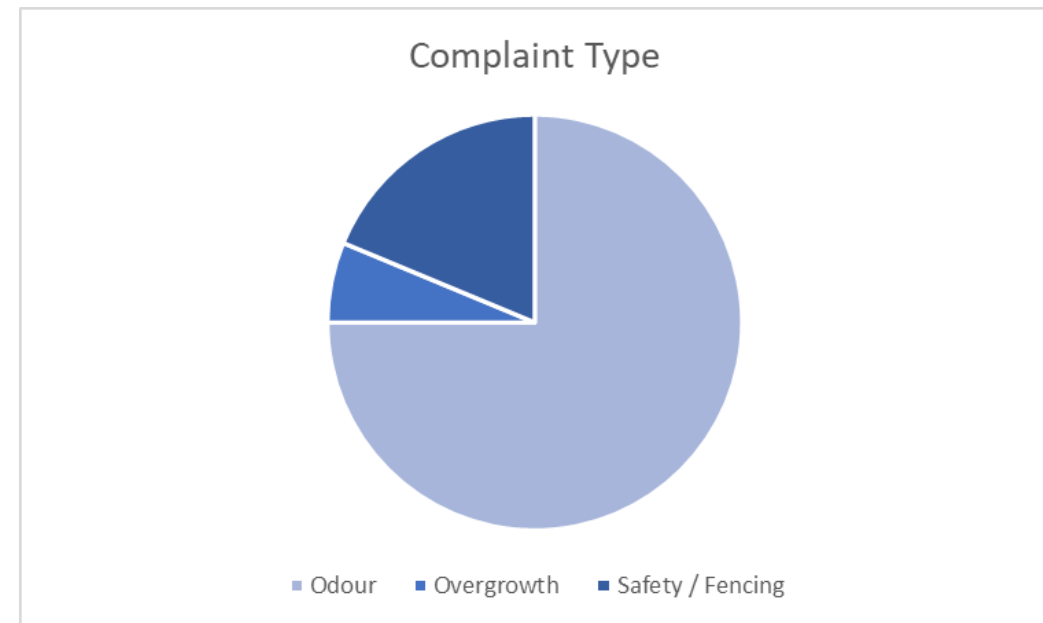
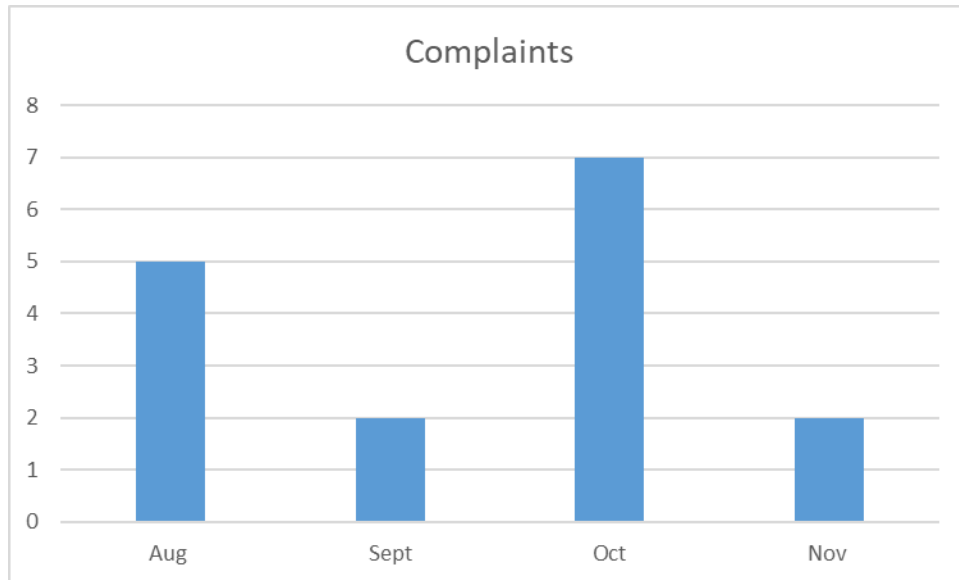
With the new leadership in the short and long term we're keen to know what you want to see on these slides.

- How is the site doing?
- Site issues?
- Site data?
- Site breakdowns?



Complaints

Complaints: August – November



Odour

AOB/Close