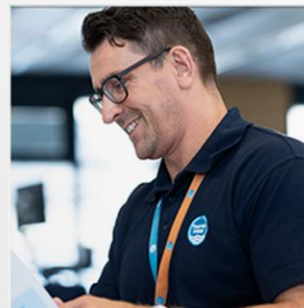


Mogden Residents Meeting

27th November 2025



Welcome & Introductions

Meeting Action Review

Raised by	Action Detail	Due Date	Action Owner	Update
Technical Working Group	Terms of reference to be signed off before next meeting and extending attendee list.	Nov-25	David Chowings	Terms of reference agreed - see slide to confirm.
Barry Edwards	Suggested to add wind direction to the process controller engineer tracker	Mar-25	David Chowings/Chantelle Dixon	Request made - will be place for next residents meeting
David Chowings	David Chowings to confirm date when the next calibration visit will be, concerning Odour Monitor 12		David Chowings /Jack Telfer	
Barry Edwards /Murray Edwards	Odour Monitor Map to be sent directly to MRAG	ASAP	Makala McCauley	Odour Monitor sent to MRAG when meeting minutes and slide pack was sent
All	Richmond, Hounslow and Thames Water to coordinate on a joint system ensuring transparency and shared visibility on odour complaint	On-going	Ashley Book	
All	Hounslow to report back on site inspection reports	On-going		Spoke with Cllr Katherine Dunne and she said she will speak internally to see if we can get movement on this.

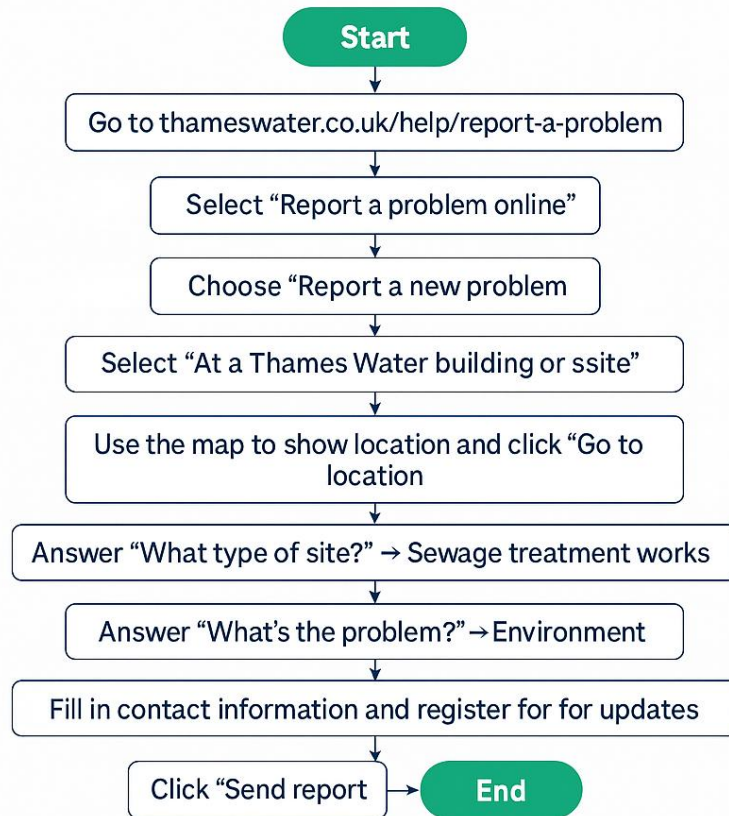
Operations Updates

Technical Review meeting

- Minutes and actions of the meeting still to issued.
- Agreed overall program of meetings going forward:
 - level 1
 - Reasons for odour – Look at how to make user friendly
 - Protocols for odour events – lines of communication
 - Response to complaints.
 - Level 2
 - H2S trigger levels.
 - Thresholds for H2S.
 - PR strategy – community.
 - KPI's and program of works.
 - Level 3
 - Site projects plan for 50 to 100 years.
 - Treatment innovations.
- Attendees: David Chowings, Barry Edwards, Chloe De-Banks, Mark Catchpole, John Nicol and Christina Nugent (Motts)
Apologies – Murrey Edwards and Andrew Weerasekera.

Reporting Odour

Process Map for Reporting Odour Online



To report odour over the phone 0800 316 9800

Reporting odour directly to us allows us to investigate immediately.

In the past 3 months we have had zero reports of odour via our website or through our call centre.

Operational update

Management Team – Changes since August 2025

- Interviews ongoing for the role of Customer Liaison this week and next.
- Shift Position roles being advertised – Site operational team.
- Mogden's first Environmental Agency IED (Industrial emissions Audit) 17th November.
 - 3 Actions raised.
 - Question reference the design of the two new digesters and Limpet Chambers – written method statement for the safe operation of the Limpet chamber.
 - All Sludge tank vents to be noted on the IED permits and drawings.
 - Noted corrosion on sludge tanks – Action required to replace tanks or make good repairs.

Odour Management Report

Sample – September week.

workbook last modified: 2m ago

Mogden Odour Log 2025

To go to next line INSIDE a cell

Day	Date	Shift	PCE Initials	Temp.	Weather	ODOUR READINGS													INVESTIGATIONS		
						OM 1	OM 2	OM 3	OM 4	OM 5	OM 6	OM 7	OM 8	OM 9	OM 10	OM 11	OM 12	OM 13	Time	Observations / Customer Complaint	
						OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK			
Monday	02-Sep-24	DAY SHIFT	Martin Lee	Warm	Cloudy w/ Sunny Spells														17:30	No odour issues found or reported	
		NIGHT SHIFT	Alan Finley	Warm	Clear Night														05:30	No odour issues	
Tuesday	03-Sep-24	DAY SHIFT	Martin Lee	Warm	Sunny w/ Patchy Clouds														17:30	OM8 spiked at 1306-1317 max 0.017ppm but < 15 mins duration	
		NIGHT SHIFT	Adam Bullough	Cool	Clear Night														05:30	OM8 Multiple spikes 0.024 max	
Wednesday	04-Sep-24	DAY SHIFT	Marcus Summers	Warm	Partly cloudy														17:30	No odour issues found or reported	
		NIGHT SHIFT	Adam Bullough	Cool	Clear Night															OM3 Multiple spikes 0.026 max	So
Thursday	05-Sep-24	DAY SHIFT	Marcus Summers	Cool	Rain														17:30	No odour issues found or reported	
		NIGHT SHIFT	Adam Bullough	Cool	Rain														17:30	OM5 0.038 22:03-22:33	
Friday	06-Sep-24	DAY SHIFT	Marcus Summers	Warm	Sunny w/ Patchy Clouds														17:30	No odour issues found or reported	
		NIGHT SHIFT	Martin Lee	Warm	Patchy Rain														05:30	OM 3 spiked at 0505-0519 max 0.027ppm but <15 mins duration.	PA
Saturday	07-Sep-24	DAY SHIFT	Marcus Summers	Warm	Partly cloudy														17:30	No odour issues found or reported	
		NIGHT																	05:30	OM3 spiked at 0034-0051 max 0.020 ppm and at	PA

Odour Management Report

Sample – October week.

			Mogden Odour Log 2025														To go to next line INSIDE a cell: Alt + Enter				
Day	Date	Shift	PCE Initials	Temp.	Weather	ODOUR READINGS													INVESTIGATIONS (Please check Investigation Tab to ens		
						OM 1	OM 2	OM 3	OM 4	OM 5	OM 6	OM 7	OM 8	OM 9	OM 10	OM 11	OM 12	OM 13	Time	Observations / Customer Complaint	Operational issues / causes observed:
						OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK			
Saturday	19-Oct-24	DAY SHIFT	Marcus Summers	Warm	Rain w/ Sunny Spells														17:30	No odour issues found or reported	
		NIGHT SHIFT	Martin Lee	Cool	Overcast Night														05:30	Customer complaint received at 17:30 from Weavers close via WOCC, OM5 spiked at 1750-1835 max 0.021ppm. OM5 also spiked at 2120-2235 max 0.025ppm.	Some odour from PAS area early in shift and 3 storm tanks in service after heavy rain earlier in the day.Storm tanks returning from 2045.
Sunday	20-Oct-24	DAY SHIFT	Gerry Webster	Cool	Rain w/ Sunny Spells														17:30	No odour issues found or reported	
		NIGHT SHIFT	Martin Lee	Cool	Overcast Night														05:30	OM5 spiked at 0350-0405 max 0.017ppm	Some odour coming from PAS
Monday	21-Oct-24	DAY SHIFT	Gerry Webster	Cool	Cloudy														17:30	No odour issues found or reported	
		NIGHT SHIFT	Martin Lee	Cool	Clear Night														05:30	OM5 spiked at 1907-1920 max 0.015ppm but < 15 mins duration. OM5 spiked at 2305-2320 max 0.020ppm. OM9 spiked at 0425-0440 max 0.032ppm.	PAS odour on the breeze.
Tuesday	22-Oct-24	DAY SHIFT	Gerry Webster	Warm	Cloudy w/ Sunny Spells														17:30	No odour issues found or reported	
		NIGHT SHIFT	Adam Bullough	Cool	Clear Night														05:30	OM5 0.041 19:50-20:06	
Wednesday	23-Oct-24	DAY SHIFT	Gerry Webster	Warm	Cloudy w/ Sunny Spells														17:30	No odour issues found or reported	
		NIGHT SHIFT	Adam Bullough	Cool	Clear Night														05:30	OM3 multiple spikes 0.043 max OM13 0.016 21:01-21:15	Some odour from pas area

Odour Management Report

Sample – November week.

			Mogden Odour Log 2025														To go to next line INSIDE a cell: Alt + Enter				
Day	Date	Shift	PCE Initials	Temp.	Weather	ODOUR READINGS												INVESTIGATIONS (Please check Investigation Tab to en			
						OM 1	OM 2	OM 3	OM 4	OM 5	OM 6	OM 7	OM 8	OM 9	OM 10	OM 11	OM 12	OM 13	Time	Observations / Customer Complaint	Operational issues / causes observed:
						OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK			
Fri		NIGHT SHIFT	Adam Bullough	Cool	Clear Night														05:30	No odour issues	
Saturday	09-Nov-24	DAY SHIFT	Gerry Webster	Warm	Drizzle														17:30	No odour issues found or reported	
		NIGHT SHIFT	Adam Bullough	Cool	Clear Night														05:30	OM3 0.024 1:37-2:08 0.022 21:23-21:38	some odour from pas
Sunday	10-Nov-24	DAY SHIFT	Gerry Webster	Warm	Drizzle														17:30	No odour issues found or reported	
		NIGHT SHIFT	Adam Bullough	Cool	Clear Night														05:30	OM8 0.023 2:24-2:54 0.019 1:39-1:56 OM4 0.019 2:19-2:59 OM5 0.020 18:36-18:52	SOME ODOUR from pas
Monday	11-Nov-24	DAY SHIFT	Alan Finley	Cool	Partly cloudy														17:30	OM3 0.024ppm 10.38 - 10.53 0.018ppm 12.23 - 12.39	No odour issues observed on site
		NIGHT SHIFT	Adam Bullough	Cold	Clear Night														05:30	OM5 0.022 22:50-23:52 0.021 20:36-20:52	some odour from pas
Tuesday	12-Nov-24	DAY SHIFT	Alan Finley	Cool	Cloudy														17:30	OM3 multiple spike throughout entire shift peaking at 0.035ppm. Some spikes less than 15 minute duration.	Nothing out of the ordinary to report from site. OCU11 running fine. No odour showing from stack
		NIGHT SHIFT	Gerry Webster	Cool	Overcast Night														05:30	OM3 Multipul spike through night max 0.021ppm OM10 max 0.022ppm 22:19-23:19	Checked area nothing of note found

Fly & Mosquito Update

1. John and Barbara have now closed the Schultmay company.
2. Matt Harrow who carried out the site rounds, inspections and reports for them is now working for directly for Bioguard.
3. Bioguard now have a 4-month contract to complete this years Fly and Mosquito inspection. Then new contracts will be issued for 2026-27.
4. Notes from Matthew Harrow: Mosquito activity at Mogden this year was notably limited, with the prolonged dry conditions reducing on-site dispersal compared with years characterised by regular rainfall. Early in the spring, persistent reinfestations from inaccessible tunnel networks created a challenging population to suppress in Aeration Gallery C, but strong involvement from site operatives helped bring it under control. Continuous communication with TOCOP managers ensured that temporary staff remained aware of the required mosquito-control measures, reducing the number of available breeding sites. Close collaboration with Chantelle Dixon saw the installation of multiple sump pumps across the site, significantly reducing potential breeding habitats, one of many effective control actions implemented this year.

Fly & Mosquito Update

Mogden November report

MOGDEN STW - OPERATIONS ACTIONS REPORT			
site address: Mogden Lane, Isleworth, TW7 7LW		Thames Water contact: Jack Telfer	
Date: 10th November 2025		inspected by: M. Harrow & M. Taylor	compiled by: M. Harrow reviewed by: M. Taylor
Area	Recommendation	Problem	Priority
<u>PSTs and area close to it</u>	please jet or jet with 2 jets or add second jet or continue jetting with 2 jets and move jets frequently or add 6" pipe in working PSTs 2, 4, 21, 22 and 23	surface entirely or partly thick or thin crust or / and thick mobile film; providing potential fly breeding site or infested with flies	1
	Please repair missing ridge panels in PSTs 5, 17-18, 19-20	This is needed to enable treatment as / when required	2
	Please repair door to permit closure to southern ends of PST 21	This is needed to enable treatment when required	3
	Please repair lights in PSTs 4, 21, 22, 23	lights not working, making survey difficult	3
<u>East Inlet:</u>	Please enable survey of downpipes of Maintenance Building	Scaffolding blocking access	1
	Please enable survey of Main Pumping Station basement	Scaffolding boards blocking access	1
<u>Inlet areas:</u>	Please remove c.2x2m large old open tank from Pre-Aeration C pad	to tall to be surveyed and open, hence providing potential mosquito breeding site	2
<u>Storm Tanks</u>	Please flush sumps between eastern end of Storm Tanks: 1 and 2, 2 and 3, 3 and 4, 5 and 6, 6 and 7, 7 and 8	infested with mosquitoes, cannot be treated due to possible connection to outlet	1
<u>Digester + PAS area:</u>	Please drain and clean sample sinks 5, 6, 7 and 8 in Digester Gallery 2, sample sinks 9, 10 and 12 in Digester Gallery 3, 13 and 15 in Digester Gallery 4, and sample sinks 17, 18 and 20 in Digester Gallery 5	encrusted, making survey impossible	1
1 = highest priority			
5 = lowest priority			



It's everyone's water

Mogden STW Capital Maintenance Update

November 2025



Inlet Works Upgrades

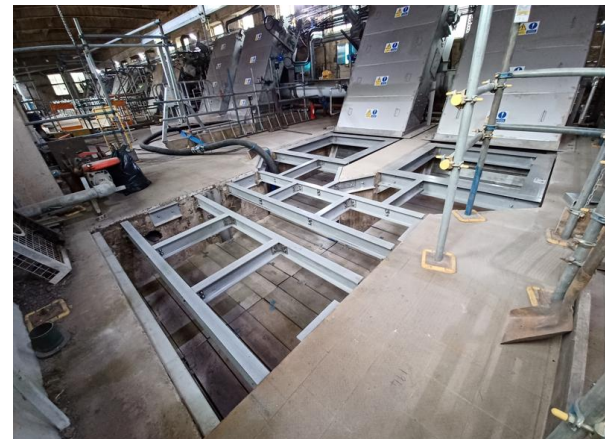
East Side Inlet Screens

- Screen Replacement of 5 pairs and 1 pair refurbished.
- Replacement of structural flooring.
- Replacement of LCPs

Before



After



Inlet Works Upgrades

East Side Inlet Screenings Handling

- Full upgrade of Combi's to double capacity
- Replacement of skip loaders
- Replacement of valves
- Automation of control

Before



During (Works due to complete by March 26)



OCU upgrades

Main pumping station OCU - OCU 11

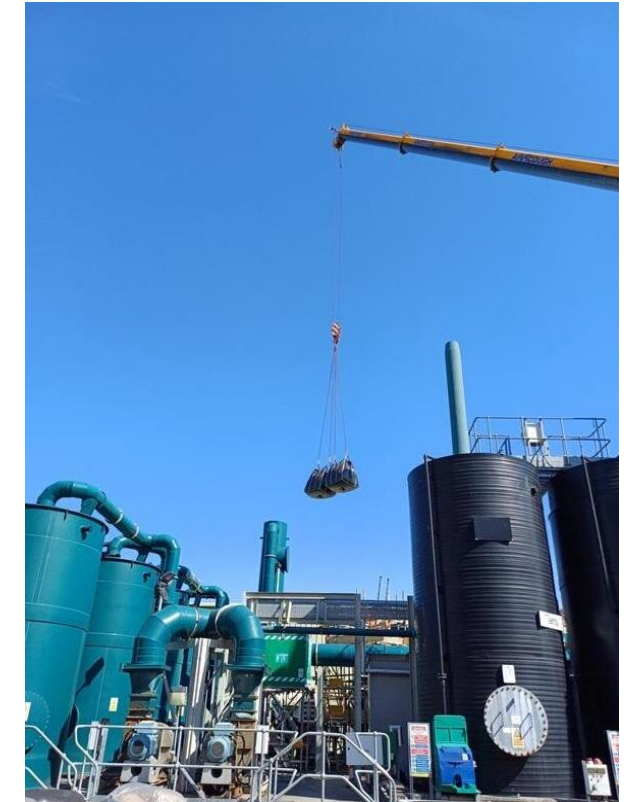
- Inclusion of carbon media scrubbing stage and all new ductwork.
- Installation of new Atex rated fans and LCP.
- Replacement of Biomedia

OCU 11



Before

After



OCU 12 – carbon change

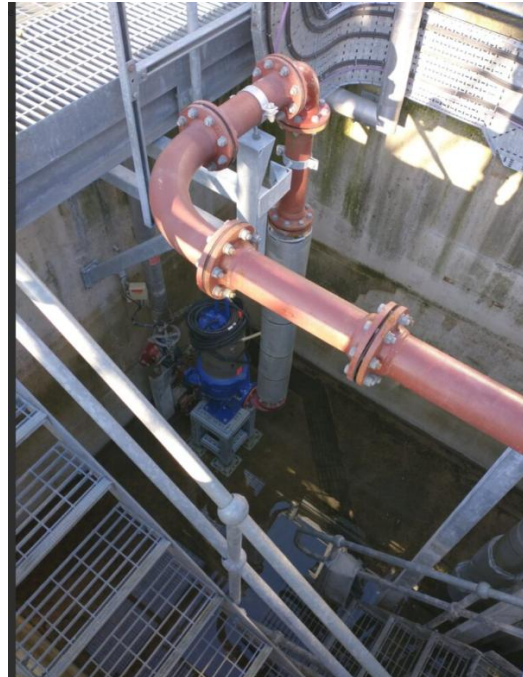
West Side Inlet

- E battery screen automation set on level differential
- Upgrade of Grit removal plant on D and E battery underway.
 - Replacement of both grit pumps.
 - New pipework
 - Inclusion of Hydro cyclone

Before (low flow pumps)



After (higher flow submersible vortex pumps)

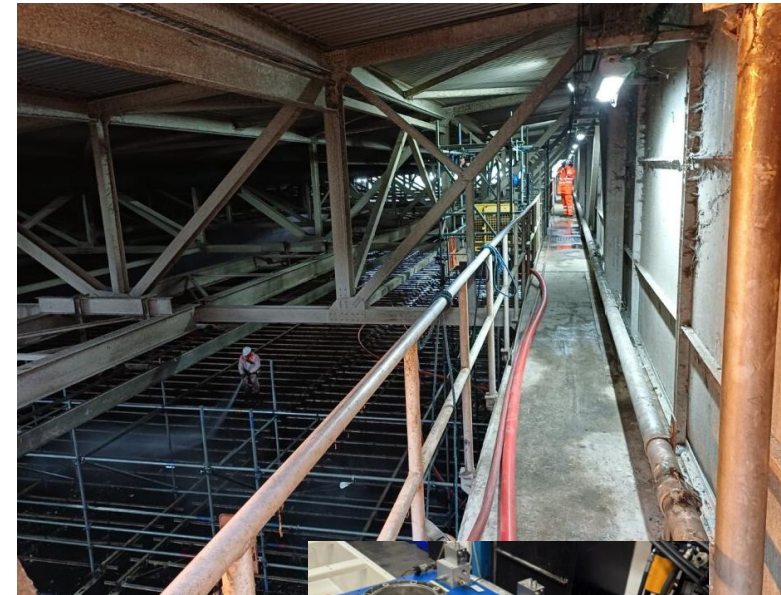


Primary Settlement Tanks

- Full refurbishment of PST 3,4, 7 and 8
- Cleaning full chamber of grit and rag
- Full refurb of hydraulic packs for scrapers

PST 7 & 8 work to be complete before Christmas

Before



Other notable projects

Currently 36 Live projects ~£27.5m work across the site

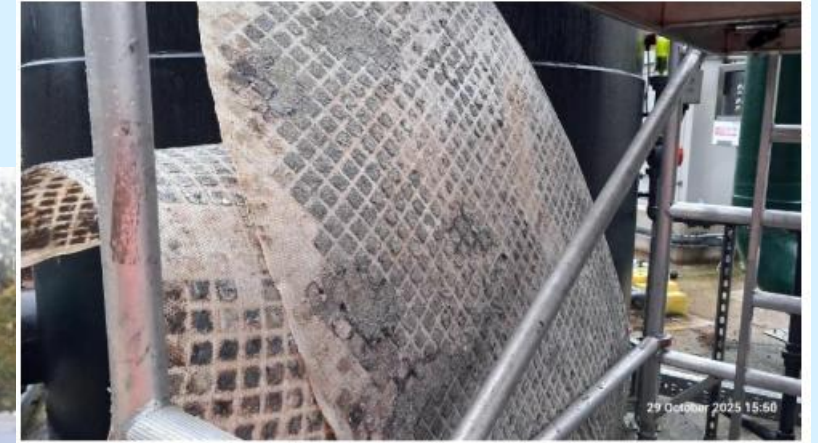
Project Name	Project description
PAS stream refurbishments	Replacement of heat exchanger and reactor coils. Replacement of valves and stirrer motor and gearboxes and stirrer bearings.
Additional Storm Discharge EDM monitors	Installation of EDM monitors on each storm tank for greater visibility and accuracy for reporting.
Storm tank Amajets and control panel upgrade	Upgrade of control system for storm tank cleaning system and replacing swing motors.
Refurbishment of Inlet penstocks to FSTs A and B battery	Refurbishing Primary Settlement Tanks 17,18 19, 20
Hot water leak repairs	Replacement of several leaks on the PAS hot water system, installation of replacement pressurisation unit and removal of redundant equipment.
West side OCU refurbishment	OCU 11 full refurbishment of chemical dosing pumps, refurbishment of water softening system, replacement of fan ducts.
C battery Inlet penstock replacements	Installation of Dam boards completed ready for the removal and installation of the 4 number inlet penstocks on C Battery. Due to complete February 2026
Replacement Ferric Dosing System	Full re design and replacement of Ferric dosing system with a concrete bund and new control panel and kiosk. Design works started and expected to complete by end of 2026
North FST Upgrades	Levelling of outlet weirs and installation of sludge blanket detection of B battery North FSTs. Due to complete by July 2026
Main Entrance Upgrades	Installation of new Guard hut, Main Gate and Crossing Gate, CCTV and new traffic island and finger barriers. Due to complete January/ February 2026

Capital Delivery

OCU15

Underperformance – Low performance and clogging of mesh in new OCU15 is driving H₂S build up in drum thickener building. Media change completed on 29 October 2025, performance. Only back up to 2,400m³/hr. Designed rate is 3,200m³/hour. Further investigations are underway.

Mesh media changed



Capital Delivery

Thickened Sludge Holding tank

Commissioning **TSBT2** - There were 3 no-go's for putting sludge in TSBT2 in month. The final one (22/10/25) was driven by Operations, due to concerns with the configuration of the temporary pipework.



Capital Delivery

Battery C

28 Day reliability testing complete for blowers and L13. Lane 16 jetted, diffusers removed and diffuser heads being installed. Baffle walls broken out.

Digesters – roof replacement 14 and 16.

Adsyst/CEMA delays Digesters – Continued, unjustified delays from Adsyst on the RTU52 configuration works and CEMA mods continue to be carried out slowly.



Capital Delivery

Digesters

Part of our long-term strategy to improve the reliability of Mogden Sewage Treatment Works, we are investing more than £145 million to upgrade the site. As part of this investment, we're upgrading and refurbishing 6 bio-gas digesters located on the embankment of the site. These works will take approximately 5 years to complete. This activity is necessary to prepare the area for the arrival of a 500-800 tonne crane which will be on site intermittently from early 2026, throughout the duration of the project. Once the works are complete, the area will be restored with topsoil and replanted.

The works will be taking place on the Southwestern side of the site, closest to Twickenham Stadium, the works area is highlighted in red in the image at the side.

- Visibility of the activity will be minimal, the crane will only be visible when at full height, which we expect to happen for a few days each month following its arrival in early 2026
- Increased noise and vehicle movements may occur; mitigations like acoustic barriers will be put in place if noise exceeds acceptable levels
- Noise monitoring will be taking place on site at sensitive receptor areas
- Working hours are Monday-Friday 07:30am-17:30pm



