



Exeter
City Council

To the Chair and Members
of the South West Water Liaison Group

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AGENDA FOR
SOUTH WEST WATER LIAISON GROUP

The **South West Water Liaison Group** will meet on **WEDNESDAY 8 JULY 2015**, commencing at **2.30 pm**, at the SWW Offices, Countess Wear to consider the following business. If you have an enquiry regarding any items on this agenda, please contact Jo Quinnell on **Exeter 265197**.

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Agenda Item 3

EXETER CITY COUNCIL

SOUTH WEST WATER LIAISON GROUP

Wednesday 18 March 2015

Present:-

Councillor Lesley Robson (Chair)

Jay Harris, South West Water
Ian Ward, South West Water
Kevin Bingham, Residents Representative
Nigel Thomas-Childs, Environment Agency

Charlotte Quantick, South West Water
Barbara Parsons, Cornwall College

Simon Ruddy, Principal Environmental Health Officer
Alex Bulleid, Environmental Health Technician
Jo Quinnell, Assistant Democratic Services Officer (Committees)

1

APOLOGIES

Apologies were received from Councillor Owen and Mary Evans.

2

MINUTES OF THE MEETING HELD ON 4 DECEMBER 2014

The minutes of the meeting held on 4 December 2014 were agreed.

3

MATTERS ARISING

There were no matters arising.

4

COMMUNICATIONS PLAN UPDATE

Charlotte Quantick reported that 58 residents had signed up to receive text notifications and positive feedback had been received. They would like to encourage more residents to sign up to the service, and 680+ letters had been sent out to date. Another 200 would be distributed imminently.

This was a great way of communicating to give as much information as possible on planned or reactive works, and even if there are no works planned. A text for the week is sent out on a Monday and checks are made on a Friday whether there are any planned works for the weekend ahead.

Charlotte advised that the team also attended coffee mornings at the 100 Club which enabled residents who did not like to receive text notifications to raise issues for the team to take away and deal with.

Jay Harris advised that in addition to this they would like to arrange more site visits for residents, which could take place over the weekend if more convenient. Site visits are useful as it provides residents with a clearer understanding of problems experienced at the site, for example, why the scraper cannot be fixed immediately

due to its size. It also helps to recognise that odours on site differ to that in residential areas.

5

ODOUR SURVEY - CORNWALL COLLEGE

Barbara Parsons gave a presentation on the results of the odour survey carried out. The full report was circulated to members of the Group.

24 monitors were located in various sites to monitor ammonia and hydrogen sulphide concentrations. 12 were located within the works boundary and 12 located in residential areas (map attached).

The first month of the survey showed very low values of hydrogen sulphide, with the highest reading in Admiral Way. May and June saw higher values around residential properties than on the SWW site but these were still low. Sites that were high with hydrogen sulphide were not high with ammonia and vice versa.

Within the works site, the sludge reception tank demonstrated higher readings. After chemical dosing, the odours had cleared quite well for a month until a blockage had occurred. Once this had cleared and the dosing had increased, the levels dropped again.

The tankers discharge area also had consistent higher readings.

The SW14 site in Wear Barton Road showed higher levels of ammonia than all other residential sites. The highest reading up to June was from the sludge reception area within the works. The SWW25 monitor in the sludge storage area showed a high level of ammonia, but it was difficult to detect any odour.

The customer complaints list was cross referenced with data (attached).

There are times where the wind was very strong from the west, which would suggest that odours were from another source due to the wind direction. The report had flagged up other areas on the site where odours were not expected – this could be a possible tidal effect of the Exe Estuary.

Higher values were recorded between April and July before remedial measures were introduced, and also in September when an operational failure occurred.

Of the residential sites, SWW13 (Wear Barton Road) gave a higher reading of hydrogen sulphide particularly during June to September.

Hydrogen sulphide readings were higher at SWW26 on the site. SWW25 was situated by the sludge tanks which cannot be covered. One possible option for this area was screening by trees. However, the flood defence works will have an impact on the site and it was unlikely any screening would take place until these works had been completed.

Hydrogen sulphide readings in SWW 20, 21 and 22 identified a possible localised odour source as they are situated relatively close together.

Odours could also be lifted, dragged and dropped, and it was questioned how the technique used can pick up on that. It was noted that the tubes were only positioned at head height for this survey – ammonia was lighter than air and hydrogen sulphide heavier.

Jay advised that there are lower flows during the summer months which leads to less dilution in any period of dry weather.

Members were asked to read the report and to come back with any comments.

Some work would be undertaken with Charlotte and the team to provide residents with a copy of the report together with a summary to identify key points.

6

OPERATIONAL UPDATE

The digester cleaning reported at the last meeting was now complete.

The build up of rag waste caught across the chains in the sewers in Admiral Way was still an ongoing issue.

An odour issue had occurred two weeks ago relating to the odour control system on the liming plant. This had been rectified via chemical dosing.

There had been a scraper fail this morning and primary tank no. 3 was out of service. The scraper had jumped off the tracks and buckled. Access to the tank for repairs was causing some issues and options were being considered. A decision would be made within the next 24-48 hours when the tank would be drained and Charlotte's team would inform residents once a decision has been made on the date.

Jay reported that an inspection had taken place in January at the Persimmon Pump Station. They would be entering into a two month maintenance period and were waiting for the legal land transfer documents for SWW to maintain.

7

COMPLAINTS

The complaints report was noted.

16 complaints had been received by Exeter City Council since the last meeting.

Jay referred to a complaint made in January when they had been processing an increased volume of sludge from other sites. He reassured the Group that this was not in relation to the capacity of the works to cope with demand from new housing developments, but due to breakdowns at other sites where they had been receiving sludge on their behalf.

8

ANY OTHER BUSINESS

There was no other business.

9

DATE OF NEXT MEETING

The date of the next meeting was agreed as Wednesday 8 July at 2.30pm.

(The meeting commenced at 2.30 pm and closed at 3.50 pm)

Chair

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Complaint Date	Odour Date	Address	Details
WK/201500064			
07/04/2015	07/04/2015	Glasshouse Lane	Complaint about the odour from the sewerage works

Case Actions:

Phone call made	Call again to J Harris, no answer; will e mail.
Phone call received	Call from the complainant who is upset with the odour today. He has also tried to reply to the auto alert put out by SWW but there is no reply function on the system. This has made him very upset and he would very much like to have this function put on to the system.
Phone call made	Call to Jay Harris at SWW; no reply.
E-Mail	Hi Jay I have had a call from a complainant today about the odour from the swage works. The complainant said that they have had a bit of odour today but was asking if they could have a reply function to the auto alert or a dedicated email address that they could reply too. I have tried to call you a couple of times but cannot get you on the phone. If you get a chance can you give me a call? Kind regards Richard
Reallocation of worksheet	Passed from officer: EPU - Environmental Protection Unit to officer: RS
Phone call made	Call to the complainant I explained that I had tried to get hold of the contact for SWW but had not had a reply. The complainant would like to have a function on the auto alert that would allow them to reply. I explained that this would need to be manned if this was the case and I was not sure who put the alerts out or if this would be possible. I have said that I would continue to try and get hold of someone in SWW.
Case Comments	Discussed the complaint with SR SR thinks that the number has a reply function on it and that SWW have a team of 3 who deal with complaints. No further action required as the message has been passed on to Jay Harris at SWW.
E-Mail	Richard, You will have received my out of office last week. Did you manage to make contact with anyone else? I understand that our proactive customer team have been in contact with a Glasshouse Lane resident. Thanks Jay Harris Waste Water Services - Operations Manager (East)

WK/201501417			
27/05/2015	24/05/2015	Wear Barton Road	Fishy smell for an hour around midday on Sunday 24 May.

Case Actions:

E-Mail

Thanks Jay,

The only complaint we've received was from, who claims he could detect a 'fishy' odour at his property for an hour at around midday on Sunday 24 May. Are there any deliveries to the site on Sunday?

Regards

Simon Ruddy
Principal Environmental Health Officer
Exeter City Council
Civic Centre
Paris Street
Exeter
EX1 1RQ

From: Harris, Jay
Sent: 28 May 2015 16:16
To: CLLR Robson, Lesley; CLLR Newby, Rob; Kevin Bingham; Ruddy, Simon; Staples, Lee; Thomas -Childs, Nigel
Subject: RE: Countess Wear Scraper Failure

All,

The scraper has been repaired and is back up and running. A text update has been sent.

Simon / Nigel - I'm not sure what happened with the original text notification to you both as you are both on the list of recipients. Can you confirm that you have received the latest one?

Regards

Jay Harris
Waste Water Services - Operations Manager (East)

From: Harris, Jay
Sent: 26 May 2015 12:00
To: Cllr Lesley Robson; Cllr Rob Newby; Kevin Bingham; Ruddy, Simon; Staples, Lee; 'Thomas -Childs, Nigel'
Subject: Countess Wear Scraper Failure

All,

On Friday morning, the scraper on Primary Settlement Tank 3 failed. Apologies for the delayed email but a text was sent to those signed up to the proactive scheme.

The damage appears not to be too bad and I am awaiting confirmation on timescales for the repair. Of course I will keep you posted.

Kind Regards

Jay Harris
Waste Water Services - Operations Manager (East)

Complaint Date	Odour Date	Address	Details
E-Mail		Simon,	Apologies for the delay in response. I have been trying to establish if anything was occurring on site on the 24th May but have been unsuccessful. Complainant has mentioned 'fishy' odours before but didn't detect anything when he visited. Thanks Jay Harris Waste Water Services - Operations Manager (East)
WK/201501883			
16/06/2015	16/06/2015	Wear Barton Road	Odour detected this morning - complainant called to tell us. He thinks the odour may have something to do with the repair works to the sludge tanks as he was emailed about this yesterday.
Case Actions:			
Phone call made			Called Jay Harris at SWW to inform him of the complaint. He stated that they had not started draining down the damaged tank yet, so the smell is not attributable to that. He said that he would call the site and ask if anything is going on, and ask one of them to pop along Wear Barton Road and look into it.
WK/201502070			
23/06/2015	22/06/2015	Wear Barton Road	Sewage odour on Thursday 18 June, 19.30 (very strong); Friday 19 June, 19.30 & Saturday 20 June (noticed 10:00 & 23:50 - could smell in house).
Case Actions:			
Case Comments			Telephone conversation with Jay Harris. The Topsham main sewer is pumped from Ferry Road Pumping Station across the playing field. The seating to an inspection chamber cover is not secure so, potentially, odour can escape. The seating will be replaced on 7 July.
WK/201502071			
23/06/2015	23/06/2015	Newport Road	Sewage odour on Friday 19 June (evening), Saturday 20 June & Sunday 21 June - very bad all day.
Case Actions:			
Case Comments			These odours occurred outside of normal office hours so the complainant couldn't report to the Proactive Team at the time. Thinks that there should be a means of reporting complaints to SWW at weekends/evenings. Claims that BAFF plant netting tom off 2 winters ago & not replaced - alleges that foam blows onto motorway. Thinks that the site is being run 'on a budget' & that more spares should be kept available to deal with breakdowns.
Case Comments			Voicemail left with Jay Harris to contact me.
Case Comments			Telephone conversation with Jay Harris. There is a pumping station on Newport Park; potential source? The main sewer from Topsham (Ferry Road pumping station) runs through the park. An inspection chamber in the playing field had loose seating, which could release odour (seating to be repaired 7 July).
WK/201502096			
23/06/2015	23/06/2015	Countess Wear Road	Sewage odour on Tuesday 23rd June, 14:00 onwards. Quite strong.
Case Actions:			
Case Comments			Proactive Team text - scraper failure. Engineer called for this afternoon.
WK/201502117			
24/06/2015	23/06/2015	Wear Barton Road	Odour noticed at junction of Topsham Road/Glasshouse Lane. Walked along Lakeside Avenue, Higher Wear Road & Wear Barton Road - could notice odour all the way (18:05 to 20:00)
Case Actions:			

Complaint Date	Odour Date	Address	Details
Case Comments			Proactive Team text - scraper failure on one of primary tanks. Engineer is coming to look at this today.
E-Mail			Email from Jay Harris: Simon, As promised, following our discussion on Friday, please find below a summary of what we have been doing in terms of response to recent odour complaints. Generally, the works has been good with regards to odour but a couple of things have come to light over the last couple of days, which unfortunately were not effectively communicated internally: 1. PST No 2 Scraper Failure - this scraper was out of action for a day (23/06 into 24/06) and there was some sludge build up. It is likely that this generated some odour yesterday. 2. We have had some strong and thick commercial tanker loads into the site which caused some problems at the inlet. Again this may have caused some odour. Elsewhere, work to remove the chains from the sewer down stream of the pump station serving the new development has commenced and continues. We will monitor and hopefully this will have a positive impact. We have also identified a manhole within the playing fields that is on the sewer from Topsham itself. This was being looked at in response to a contact specifically mentioning that area of the playing field. An odour was noted when we checked and we have arranged for the manhole cover to be replaced as it is not sitting well in the frame. We plan to investigate this sewer and the upstream pumping stations further. As illustrated by your email, and as we have experienced in the past, intermittent odour is sometimes difficult to trace but we are continuing, wherever possible, to investigate complaints at the time they are received. You mentioned on the phone about the next liaison meeting being in a couple of weeks. I don't appear to have put it in my calendar so could you remind me of the date and time? Regards Jay Harris Waste Water Services - Operations Manager (East)

WK/201502122
24/06/2015 **24/06/2015** **Countess Wear Road** **Has noticed an odour for approximately a month now, but particularly bad this week, has been keeping a log which she can email if required.**

Case Actions:

EPSU Officer Visit	Monitored along Countess Wear Road at approx 11:00. No odour detected at the time but distinct sewage odour along lowest section of Glasshouse Lane. Wind SSE (in which case, odour may miss Countess Wear Road. Wind from SE would blow odour along Countess Wear Road)
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WK/201502139
25/06/2015 **25/06/2015** **Bridge Road** **Proactive Monitoring worksheet for sewage works odour monitoring visits**

Case Actions:

EPSU Officer Visit	Monitoring visit along at approx 7:40am Higher Wear Road, Wear Barton Road, and Glasshouse Lane. Narrow band of odour evident on Wear Barton Road between the edge of the playing field and the the junction with Glasshouse Lane. The odour appeared to largely dissipate after that point.
EPSU Officer Visit	Monitoring visit, 11:00. Odour apparent along Glasshouse Lane, most noticeably from the lowest part of the road (sharp bend) to the junction with Wear Barton Road. No odour detected along Wear Barton Road or Countess Wear Road. Wind SSE