



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 13 APRIL 2016**, commencing at **10.30 am**, in the South West Water 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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EXETER CITY COUNCIL

SOUTH WEST WATER LIAISON GROUP

Wednesday 18 November 2015

Present:-

Simon Ruddy, Exeter City Council (Chair)
Jay Harris, South West Water
Mary Evans, Residents Representative
Kevin Bingham, Residents Representative
Nigel Thomas-Childs, Environment Agency
Simon Ruddy, Exeter City Council
Tracey Hill, South West Water
Charlotte Quantick, South West Water
Jo Quinnell, Exeter City Council

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APOLOGIES

Apologies were received from Councillor Owen.

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MINUTES OF THE MEETING HELD ON 8 JULY 2015

The minutes of the meeting held on 8 July 2015 were agreed.

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MATTERS ARISING

There were no matters arising.

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OPERATIONAL UPDATE

Jay Harris reported on the following updates since the last meeting:

- There had been two cable failures since the last meeting on the primary scraper tanks 2 and 3. In addition, the cable duct that runs the length of the tank to pull the scraper along had failed last week. Each failure required a drain down of the tank which provided a risk of odour. A text to customers had been sent out on 13 November to advise of the situation. A new duct would be installed and it was anticipated that these works would be completed by the end of next week. Three complaints had been received by Exeter City Council over this period.
- The Persimmon Pump Station had been transferred from the developer to South West Water. Tracey Hill reported that she had met with Persimmon's Customer Care Team and Chief Engineer to discuss referral of any complaints.
- Reference was made to sewer complaints at the junction of Topsham Road/Admiral Way. The chain from the sewer would be removed to stop the build up of rag waste which was a potential source of odour.
- A replacement cover on the Countess Wear playing field manhole had been fitted.

- Works to the sludge lagoon wall reported at the last meeting had been completed.
- A funding request had been submitted for boundary odour control products.
- Works were continuing on the new coarse screen which is being installed on the 54" inlet sewer. Some trees had been removed to enable these works and also as a result of the flood defence work. The coarse screen will reduce the build up of rag waste and it was anticipated that it will be operational by June 2016. Jay suggested that the contractor could provide an update on how the scheme will work at the next meeting.

Jay also reported on the following projects:

- A new additional thickener on the digestive sludge which will provide duty and standby facilities.
- Refurbishment of the grit traps.
- Work was ongoing to improve the regulation of flow on the site. The works will recirculate flows from the bottom to the top end of the site to dilute flows at times of low flow and high loading. It was anticipated this would be completed by Summer 2016.

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COMPLAINTS

The complaints report was noted.

The maintenance team inspected the site on a continuous cycle.

A discussion was held on communication to residents and that some residents had become complacent in submitting complaints. It was felt that communications to residents should be more prescriptive and in layman's terms.

There were currently no plans for the Proactive Team to be available over weekends and evenings. Any complaints outside of normal office hours should be made to the main switchboard on 0844 3462020 where the duty manager will be called to check the site. The Proactive Team number 07779 606026 should be called during office hours. The out of hours complaints will be logged but it would be useful if complainants could also send a text to the mobile number to ensure this is passed on and can be followed up. Complainants to Exeter City Council can also be asked if they are happy for their details to be passed on to SWW.

To date 56 complaints had been received this year compared to 85 in 2014. The SWW complaints procedure would need to be exhausted before they can be escalated via OFWAT.

Kevin Bingham reported that up until the recent cable failures there had been an improvement in odours since the last meeting.

Reference was made to the odour survey carried out by Cornwall College which recommended the planting of trees. Jay advised that this would be looked at further.

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ANY OTHER BUSINESS

Mary Evans referred to the problems reported at the last meeting on the green sludge accumulating on the public right of way in the Newport Park area. Nigel Thomas-Childs and Tracey Hill would arrange to meet with the complainant.

A tour of the site followed the meeting.

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DATE OF NEXT MEETING

The date of the next meeting was agreed as Wednesday 10 February 2016 at 2.30pm.

(The meeting commenced at 2.40 pm and closed at 3.25 pm)

Chair

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Complaint Date	Odour Date	Address	Details
WK/201506941			
18/11/2015	18/11/2015	Wear Barton Road	Odour this morning.

Case Actions:

WK/201509600			
22/03/2016	22/03/2016	Wear Barton Road	Sewage odour noticed 10.20 today. Detectable inside complainants' house.

Case Actions:

Case Comments	Email to (Proactive Team)
	has called me this morning to complain of sewage odour in the vicinity of his property. Noticed the odour about 10.20 & says it is apparent in his house.
	If possible, could somebody from the Proactive Team pay a visit?
	Any issues on site today?

Case Comments	Reply from South West Water
	Complainant contacted us direct. We're waiting to have it confirmed but from what we were told yesterday there is a problem with sludge, as soon as I have this confirmed I will keep you in the loop.

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