



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

Please ask for: Jo Quinnell

Direct Dial: 01392 265197

Email: jo.quinnell@exeter.gov.uk

Our ref:

Your ref:

AGENDA FOR **SOUTH WEST WATER LIAISON GROUP**

The **South West Water Liaison Group** will meet on **WEDNESDAY 24 JANUARY 2018**, commencing at **2.30 pm**, 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**.

	Pages
1 Apologies	
2 Minutes of the meeting held on 13 September 2017	1 - 2
3 Matters Arising	
4 Operational Update	
5 Complaints	
6 Any other business	
7 Date of next meeting	

This page is intentionally left blank

EXETER CITY COUNCIL

SOUTH WEST WATER LIAISON GROUP

Wednesday 13 September 2017

Present:-

Councillor Rob Newby (Chair)
Councillor Kate Hannan
Councillor Philip Bialyk
Councillor Stephen Brimble

Nick Murch, South West Water
John Orr, Residents Representative
Nigel Thomas-Childs, Environment Agency
Simon Ruddy, Exeter City Council
Jo Quinnell, Exeter City Council

15

APOLOGIES

Apologies were received from Kevin Bingham and Mary Evans (Residents Representatives).

16

MINUTES OF THE MEETING HELD ON 7 JUNE 2017

The minutes of the meeting held on 7 June 2017 were agreed.

17

MATTERS ARISING

Minute No. 10 – Reed Walk

Reference was made to the responsibility for the pumping station at Reed Walk. Simon Ruddy had spoken to the Service Lead Housing Assets at ECC, who had advised that options were being explored to install a more robust pump to cope with the quantities of rag being detected. A leaflet had been distributed to residents, and Nick Murch also advised that SWW had a leaflet which advises on how to dispose of fat, oils and grease which could also be delivered to residents.

Matthews were contracted by ECC to service the pumping station and it was understood that telemetry equipment would be installed. Simon Ruddy would obtain a further update from ECC and report back.

Nick Murch confirmed that the pumping station would not meet the SWW criteria to be adopted.

Minute No. 10 – Odour Management Plan (OMP)

Nigel Thomas-Childs reported that the first draft of the OMP had been discussed and further amended. The Plan included areas identified for improvement, actions taken and lessons learnt. Some actions included in the document, such as tankers to drain quickly etc are what SWW were doing already, but this was a way of documenting that.

Some areas needed further expanding and Nick Much would follow this up.

18

OPERATIONAL UPDATE

Following the refurbishment of tank no. 1, work would be undertaken on the remaining three tanks - the next tank will be refurbished commencing on 10 October, then 2 November and 27 November. It was anticipated all would be completed by 19 December.

19

COMPLAINTS

Nick Murch referred to the number of complaints received by SWW. As a comparison, last year had seen 102 complaints to date, with only five received this year, three of which had been identified has not attributable to SWW.

There had been a significant improvement in operational management and more resilience in tanks but this will not change the odours.

Exeter City Council had received 22 complaints to date this year compared to 67 last year.

A noise complaint had recently been received but the source had not been identified.

A residents representative commented that recent complaints on odours made direct to SWW had not been responded to fully. Nick Murch advised that a member of the Proactive Team had left SWW and it was unlikely that this role would be filled due to the reduction in the number of complaints being received. It was advised to log any complaints with Exeter City Council and to ring the SWW number on 0344 346 2020 to ensure it is logged with SWW.

20

ANY OTHER BUSINESS

Nick Murch advised the Group that he would be leaving SWW in January 2018.

21

DATE OF NEXT MEETING

The date of the next meeting would be arranged in due course.

(The meeting commenced at 2.30 pm and closed at 3.04 pm)

Chair