



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

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Our ref:
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AGENDA FOR SOUTH WEST WATER LIAISON GROUP

The **South West Water Liaison Group** will meet on **TUESDAY 11 SEPTEMBER 2018**, commencing at **11.30 am**, in 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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EXETER CITY COUNCIL

SOUTH WEST WATER LIAISON GROUP

Thursday 10 May 2018

Present:-

Councillor Rob Newby (Chair)

Ian Ward, South West Water
Nigel Thomas-Childs, Environment Agency
John Orr, Residents Representative
Simon Ruddy, Principal Environmental Health Officer
Jo Qunnell, Assistant Democratic Services Officer

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APOLOGIES

Apologies were received from Councillor Bialyk, Councillor Wardle and Kevin Bingham.

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MINUTES OF THE MEETING HELD ON 8 MARCH 2018

The minutes of the meeting held on 8 March 2018 were agreed.

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MATTERS ARISING

Minute No. 3 – Reed Walk

Ian Ward would check and confirm whether the Love Your Loo leaflets had been delivered to Reed Walk.

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OPERATIONAL UPDATE

Ian Ward reported that refurbishment of the tanks was almost complete. Two masts were to be delivered onto site which would complete the works. It was expected that all four tanks would be operational by week beginning 21 May.

The installation of the new UV system to kill off bacteria reported at the last meeting was nearing completion. Electronic testing of the system still needed to take place to simulate a storm effect. It was anticipated that this would be completed within the next six weeks.

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COMPLAINTS

No complaints had been received by SWW or Exeter City Council since the last meeting.

There will be the occasional transient odour, but hopefully no prolonged periods of odours as seen in the 2016/17 period.

A new robust maintenance contract was in place following the refurbishment of tanks, and it was expected that any future breakdowns will be short-lived with quick response times.

At the last meeting, reference was made to a strong odour detected on 7 March. Ian Ward advised that a tanker had tailgated into the site and had discharged into the inlet instead of the reception tank, so odours were released into the atmosphere. Signs were placed at the entrance to the site not to tailgate as it was important to know who was on site, but this does happen on rare occasions. It was suggested that another sign could be placed at the inlet to ensure no further discharges are made at this point.

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ANY OTHER BUSINESS

Countess Wear

An enquiry was made about works taking place at the rear of the 100 Club at Countess Wear. Ian Ward advised that he would contact network colleagues and feed back as to whether this was preparatory works for the new development.

New developments

Planning permission had been granted for 1,500 homes to the rear of the Devon Hotel. Waste water from this site would go to the Countess Wear site. Growth from the Science Park, Cranbrook and Exminster had all been included in the supply and demand evaluation for the Countess Wear site up to 2026.

Odour Management Plan (OMP)

Some of the content from the Hayle OMP would be used for the Countess Wear OMP as they had similar issues. Nigel Thomas-Childs reported that Hayle had now progressed with their Plan, and Ian Ward would check the status of the Exeter OMP.

IKEA

In response to a question, Simon Ruddy advised that there is nothing within current food hygiene legislation that specifically requires businesses to install grease traps. Ian Ward also reported that SWW would be visiting the IKEA site in the near future.

Nick Murch replacement

Following the departure of Nick Much (Waste Water Services Operations Manager), Ian Ward reported that he would advise of his replacement as soon as known.

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DATE OF NEXT MEETING - 11 SEPTEMBER 2018 AT 11.30AM

The date of the next meeting was noted.

(The meeting commenced at 2.30 pm and closed at 3.13 pm)

Chair

Complaint Date	Odour Date	Address	Details
South West Water Sewage Treatment Works Complaints since the last meeting			

WK/201802526			
10/07/2018	10/07/2018	Lakeside Avenue	Smell of sewerage

Case Actions:

Phone call made Phone call to complainant. Noticed sewage odour 19.00 until 21.00 on Monday 9 July. Her friend lives in Mount Wear Square and had also noticed it.

Phone call made Advised will call works & find out if any issues.
Attachment Voicemail for Ian Ward (SWW) to call me.
E-Mail Form attached.
 Simon

Ref your call yesterday I have both the works team and our network colleagues investigating any possible issues.

Thanks Ian

Regards
Ian Ward
E-Mail Simon - apologies for the tardy reply but on investigation neither the works or the networks in the area show or have shown any issues .

Thanks Ian

Regards
Ian Ward

WK/201802533			
10/07/2018	10/07/2018	Mount Wear Square	Sewerage odour

Case Actions:

Phone call made Voicemail message left for complainant to contact me.
Phone call made Voicemail for Ian Ward (SWW) to call me.
Attachment Form attached
E-Mail Simon

Ref your call yesterday I have both the works team and our network colleagues investigating any possible issues.

Thanks Ian

Regards
Ian Ward
E-Mail Simon - apologies for the tardy reply but on investigation neither the works or the networks in the area show or have shown any issues .

Thanks Ian

Regards
Ian Ward

Complaint Date	Odour Date	Address	Details
WK/201802874 18/07/2018	17/07/2018	Lakeside Avenue	Bad odour in Lakeside Avenue. Monday 16th July 21.00 until 21.45. Bad egg smell.

Case Actions:

E-Mail Reporting vile air pollution the smell of sewerage is very bad 22.20 onwards today 16.7.18
Case Comments Spoke to complainant. Bad egg odour 21.00 until 21.45.

Discussed the lack of rain and concentration of sewage; could odour be from sewer? No other complaints in immediate area (e.g. Wear Barton Road, which is closer to works).

AMD checked wind direction - NW, light (in wrong direction, but light).

Case Comments Morning Simon,

It would be useful to know where they think the odours are coming from and where they smelt them. Are they in the air, coming from a manhole cover, were they sitting in their back garden, walking down the road? Which end of lakeside Avenue do they live etc.
Any more info you could provide would be much appreciated and make investigating this a lot easier.
Thanks.
Ben Harman
Customer Service & Networks Assistant Manager

From: Simon Ruddy
Sent: 18 July 2018 16:42
To: Ward, Ian
Subject: Sewage odour

Hello Ian

Just to let you know that a resident of Lakeside Avenue was complaining of sewage odours on Monday 16th July, 21:00 until 21:45. Claimed the smell to be rotten egg-like. I did say that we'd had no other complaints & we had a conversation about how a lack of rain could be making the sewers themselves quite odorous. Assume nothing untoward was happening on site at that time?

Regards

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

Case Comments Simon,

We've been and had another look at the sewer network around this area since your last e mail. There aren't any blockages, odours or issues on the sewers in this area but I can imagine that at times the hot weather and lack of rain we are currently experiencing may mean that some of the main sewers are running a lot slower than usual, and haven't been washed through due to the prolonged dry period. There isn't much we can do about this, a little rain would be beneficial as it would wash the network through, but we don't want too much.

Any further issues please let us know and we'll investigate as soon as possible.

Thanks very much.

Ben Harman
Customer Service & Networks Assistant Manager

Complaint Date	Odour Date	Address	Details
WK/201803266 31/07/2018	26/07/2018	Wear Barton Road	Complaint of odour from 6pm to 9pm on 26th, reported to Env Health on 30th

Case Actions:

Case Comments received Voicemail left for complainant to call me if he wants to discuss further; though advised no other complaints received at this time.

E-Mail
 From: Ward, Ian
 Sent: 02 August 2018 09:44
 To: Simon Ruddy; Harman, Benedict; Katy Sexton;
 Subject: RE: Sewage Odour

Katy
 No issues from site on the date plus no contacts into SWW, any other issues then please don't hesitate to contact us.

Thanks Ian

Regards
 Ian Ward

From: Simon Ruddy
 Sent: 01 August 2018 16:44
 To: Ward, Ian; Harman, Benedict
 Cc: Katy Sexton
 Subject: Sewage Odour

Hello

Just for information - complaint received about sewage odour on Thursday 26th July, Wear Barton Road (Eastern end) 18.00 - 21.00. I've left the complainant a voicemail for further details but no response at this point. No other complaints around that time.

Regards

Simon Ruddy

Phone call received Call from complainant - he said that the odour this am and now is very bad. Asked to speak to SR but not in so he just left a message

E-Mail
 From: Katy Sexton
 Sent: 08 August 2018 11:09
 To: Ward, Ian; Harman, Benedict;
 Cc: Simon Ruddy
 Subject: RE: Sewage Odour

Hi Ian

Just received a call from a resident in Wear Barton Road (Eastern end) that there is currently a very bad odour in the area right now and has been all morning. Any issues on site today?

Simon is back in today but is in a meeting.

Regards

Katy Sexton

Environmental Health Officer (Complaints)

Complaint Date Odour Date Address Details

E-Mail From: Ward, Ian
Sent: 08 August 2018 11:19
To: Katy Sexton; Harman, Benedict
Cc: Simon Ruddy
Subject: RE: Sewage Odour

Katy

Nothing untoward on site at STW. Have asked our network colleagues to attend area and feed back

Thanks Ian

Regards
Ian Ward

WK/201803565

08/08/2018	08/08/2018	Wear Barton Road	Strong sewage odour at 11:00; can't say for how long it lasted as went out Strong smell of sewage also detected Monday 6 August 21:00 & Tuesday 7 August 17:20 - both events lasted 10 minutes.
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Case Actions:

E-Mail Ian, Ben

I had a wander around the eastern end of Wear Barton Road today at 13:30; stood at the end of the short road which leads past the garages towards Sheep Field. Wind SW, gusty (i.e. blowing from the works to my location). I could smell an intermittent sewage odour on the wind but nothing very strong.

I spoke to the complainant who said that the odour was strong at around 11.00 this morning; he went out after this so couldn't say for how long. He also claimed to have observed a strong odour for 5-10 minutes on Monday 6 August, 21:00 and Tuesday 7 August, 17.20 - came into his conservatory as doors were open. He wondered whether there might have been a delivery at either of those times due to the short-lived nature of the odour (not likely at 21:00, though?)

Regards

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

From: Ward, Ian
Sent: 08 August 2018 11:19
To: Katy Sexton; Harman, Benedict
Cc: Simon Ruddy
Subject: RE: Sewage Odour

Katy

Nothing untoward on site at STW. Have asked our network colleagues to attend area and feed back

Thanks Ian

Regards
Ian Ward

Case Comments

SR monitoring from garages adjacent to complainant's house at 13:30 on Wednesday 8 August. Wind gusty, from SW. Intermittent sewage odour on wind; not particularly strong.

Complaint Date	Odour Date	Address	Details
E-Mail		Simon	
			The feedback from the network is all fine and running, from site nothing conclusive for the times mentioned below. As always we are on a back foot when retrospectively looking for issues and as we do not get the contacts we have to assume our neighbours are not experiencing any issues.

WK/201803948			
21/08/2018	10/08/2018	Newport Park	Odour from works from Friday 10th August onwards. Occurring most days until 18:00. Today (Tuesday 21 August); no odour. Has called SWW but told no issue at works.

Case Actions:

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