

Five additional complaints since agenda was circulated:

- 05/04/2011 Bagshot Avenue Factory complaint
Strong tower smell
LF tower slightly low free chlorine – this was rectified
- 08/04/2011 Marsh Green Road Factory complaint
No odour detectable
Factory recently shut down
- 15/04/2011 Marsh Green Road Factory complaint
AB/RS unable to attend
Boiler failure – low water condition at approx. time of call. This will be investigated at weekend shut-down.
- 18/04/2011 Rivermead Road Factory complaint
Factory started processing about 1 hour 45 minutes before call. All running normally and towers on set points.
Out of hours complaint.
- 19/04/2011 Marsh Green Road Factory complaint
Factory processing normally and towers all on set points. Sniffer points smelt good.
AB/RS/JL investigated – occasional, slight, clean tower smell.

Summary:

Twelve complaints since last meeting.

No incidents of more than one complaint on a single day.

Two complaints attributable to plant breakdowns, one to power failure.

Two occasions when plant had recently shut down.

	Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec	Total
2011	6	5			11
2010	4	30	44	15	93
2009	4	21	69	19	113
2008	4	30	108	39	181

(odour complaints only – vehicle and factory)