

**South West Water Sewage Treatment Works
Complaints since the last meeting**

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,	<p>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.</p> <p>Complainant has mentioned 'fishy' odours before but didn't detect anything when he visited.</p> <p>Thanks</p> <p>Jay Harris Waste Water Services - Operations Manager (East)</p>
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	<p>Telephone conversation with Jay Harris.</p> <p>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.</p>		
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	<p>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.</p> <p>Claims that BAFF plant netting tom off 2 winters ago & not replaced - alleges that foam blows onto motorway.</p> <p>Thinks that the site is being run 'on a budget' & that more spares should be kept available to deal with breakdowns.</p>		
Case Comments	Voicemail left with Jay Harris to contact me.		
Case Comments	<p>Telephone conversation with Jay Harris. There is a pumping station on Newport Park; potential source?</p> <p>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).</p>		
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