

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 **THURSDAY 4 DECEMBER 2014**, commencing at **10.00 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**.

Entry to the Civic Centre can be gained through the Customer Service Centre, Paris Street.

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EXETER CITY COUNCIL

SOUTH WEST WATER LIAISON GROUP

Wednesday 23 July 2014

Present:-

Councillor Lesley Robson (Chair)

Jay Harris, South West Water
Ian Ward, South West Water
Mary Evans, Residents Representative
Kevin Bingham, Residents Representative

Ben Harris – Cornwall College
Barbara Parsons – Cornwall College
Nigel Thomas-Charles – Environment Agency
Stuart Hunter – Environment Agency

Simon Lane, Exeter City Council
Simon Ruddy, Exeter City Council
Jo Quinnell, Exeter City Council

1 **APOLOGIES**

Apologies were received from Councillor Newby, Councillor Owen and Jack Board (SWW).

2 **MINUTES OF THE MEETING HELD ON 30 APRIL 2014**

The minutes of the meeting held on 30 April 2014 were agreed.

Minute No. 13

It was clarified that no complaints had been received by the City Council, but not necessarily via SWW direct.

3 **MATTERS ARISING**

There were no matters arising.

4 **ODOUR SURVEY - CORNWALL COLLEGE**

Ben Harris and Barbara Parsons attended the meeting to discuss the initial results of the odour survey.

There were 24 sites measuring ammonia and hydrogen sulphide using diffusion tubes. 12 of these were sited within the SWW boundary, and 12 in residential areas. The tubes record the maximum and minimum concentration and will provide an average reading across the month. The diffusion tubes have a greater sensitivity and the hydrogen sulphide readings were not picking up much more than the limit of detection. There was a higher concentration in the Lower Wear Road area.

Ben Harris reported on the initial results, although the data would need to be analysed further. Peaks, such as the 15-20 minute period on 9 June at 10.30pm, would be investigated further. Customer complaints would also be linked in to the data, together with weather data including air pressure and site diaries.

The highest levels of ammonia were near the sludge reception tank. Concentrations had increased over the last two months for most readings, and there had been a peak of complaints in July.

Odours would not be detected if the monitors were placed inside residents' houses.

Jay Harris reported that SWW had examined processes which had been adjusted slightly to help minimise the risk of odours. There was a potential problem with the sewer in the high odour area which could tie in with residents' complaints and this would be examined further.

A brief report would now be produced detailing the outcome of the survey to date, and a final in depth report would be compiled at the end of the full six months. It was anticipated that the final report could be expected at the end of October.

5

OPERATIONAL UPDATE

Scraper failure

Jay Harris reported on a recent scraper failure to tank no. 4 and that they were currently operating on three tanks. It was anticipated that the tank would be fully operational within the next two days.

Sludge had been present in the bottom of the tank when it was drained which generated odours. However, the procedure had now been revised and the tank would be backflushed to remove the layer of sludge at the bottom in the event of a similar occurrence.

Ian Ward advised that SWW had asked the company who supplies the scrapers to provide extra sensitivity in the detection of faults in future and they are investigating that option.

SWW had telephoned some complainants to advise of the fault and consideration was being given to ways of introducing an improved maintenance programme.

Digester clean

The digester clean had commenced. The liming plant was operating as its replacement and was not producing any odour. When the digesters are operational again, the majority of sludge would go through the existing process.

Pumping Stations

There would be additional bolt ons at the works up until 2026 when Phase 3 of Cranbrook will be completed. Another pumping station was being built at Clyst Honiton and there was also the facility at the Blue Ball pumping station. The bolt ons would take place prior to development.

The Rydons pumping station was being monitored closely and levels had been adjusted at the pumps to reduce the risk of septic odours. The lack of ventilation on

site has had a detrimental impact on the equipment. This was being monitored and other work is still needed for the adoption process.

6

COMPLAINTS

There had been a number of biological breakdowns in 2013 which led to a high number of complaints. This year had seen physical mechanical breakdowns.

Over the period 30 April to 23 July there had been 33 complaints compared to 57 complaints in the same period last year.

Stuart Hunter asked the residents representatives if they were proactive to try to prevent odours, such as keeping windows closed. It was noted that this is generally done, but the odours are still present in the house.

Reference was made to the notification of works, and any planned operation would be notified to this group and residents. Jay Harris added that a number of ways to communicate problems or advance notification of works was being explored such as a text alert service.

Any complainants would be encouraged to report to ECC, who would liaise with SWW.

7

ANY OTHER BUSINESS

Topsham Recreation Ground

The pump at the Topsham Recreation Ground had now been repaired, but as there had been a second burst, the section of pipe had been sent away for analysis.

Topsham Pumping Station

In response to a question as to whether the pumping station needed to be replaced, Ian Ward advised that following an act of vandalism around 18 months ago, tanks had been re-sealed, pumps and panels had been renewed plus other works. There was still a lot more capacity at the station so there was no plan to replace it.

Site visit

Jay Harris advised that around 20-25 customers had been invited to visit the site on Tuesday 2 September. Nine had confirmed their attendance to date. Jay asked that if anyone knew of a resident that would like to visit the site, to let him know. It is also possible to arrange an evening visit for those residents who work.

8

DATE OF NEXT MEETING

The next meeting was agreed as Tuesday 5 November 2014 at 2.30pm.

(The meeting commenced at 2.30 pm and closed at 3.52 pm)

Chair

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Complaint Date	Odour Date	Address	Details
WK/201403251 27/07/2014	26/07/2014	Topsham Road	Says there is a bad odour coming from the local sewerage works - particularly bad from 15 minutes ago

Case Actions:

Email

From: Staples, Lee
Sent: 28 July 2014 14:30
To: JHARRIS
Subject: UNCLASSIFIED: SWW Sewage Works Odour Complaint 26th July

Hi Jay,
I will be out on district again by 4pm, and will be in Sidmouth tomorrow until early afternoon, but please feel free to call again then if necessary.

Complaint details as follows:

- Received at 16:28 on Sat 26th July;
- Resident on Topsham Road (section between Glasshouse Lane and Higher Wear Road);
- Complainant commented that the odour was particularly bad around 15 mins before she called;

Thanks

Lee Staples
Environmental Health Officer (Commercial)

Email

From: Harris, Jay
Sent: 29 July 2014 12:35
To: Lane, Simon; Ruddy, Simon; CLLR Newby, Rob; Staples, Lee; CLLR Robson, Lesley; 'Kevin Bingham'
Subject: RE: UNCLASSIFIED: RE: Scraper Failure

All,

I am sure you will all be delighted to hear that the failed scraper was returned to service on Friday 25th July. Having been away from site myself for a few days, I have just had a walk around and can confirm that the site is looking, and smelling, healthy.

I have been made aware of a complaint received by Exeter City Council on Saturday afternoon (at approximately 16:15) but as yet have not been able to find a source.

I hope those who attended the recent Liaison Meeting found the presentation by Cornwall College useful and that it provided reassurances that we are taking the issues of odour very seriously.

Regards

Jay Harris
Waste Water Services - Operations Manager (East)

Complaint Date	Odour Date	Address	Details
WK/201403393 01/08/2014	01/08/2014	Newport Road	Odour complaint
Case Actions:			
Case Comments	Received call about an odour complaint last night (31 July) at 22:30 The complainant described it as the usual sewage smell. Spoke to Jay at SWW. There were no specific issues at the site as this time last night.		
WK/201403574 08/08/2014	08/08/2014	Lower Wear Road	Visiting area last night at 8.30pm and the smell was "horrendous" and made her urge. She left the area at 9.20pm and it was still as bad
Case Actions:			
Email	Call received about odour last night - unable to make any investigation. Details sent to SWW		
WK/201403577 08/08/2014	08/08/2014	Wear Barton Road	Smell from SWW Labs last night at around 20:30
Case Actions:			
Phone call received	Call complaining about smell from SWW labs last night at around 20:30. Smell was described as the normal sewage smell.		
Case Comments	Call received about odour last night - unable to make any investigation. Details sent to SWW		
WK/201403681 13/08/2014	13/08/2014	Wear Barton Road	Sudden onset of odour on Thursday 31 July & Friday 1 August, around 20.30. On Thursday, odour went on until 22.30; Friday - about 20 minutes. Saturday 2 August - odour on & off during the day.
Case Actions:			
Case Comments	Complainant wonders what could be causing these evening odours; there shouldn't be any deliveries to the site at this time. The onset is sudden.		
Attachment	Email from Jack Board Hi Simon, I will check what went on at the works on those dates. I am also visiting the Topsham Road area tomorrow looking at sewers due to an increase in odour complaints, especially around the Admiral Road area. Regards, Jack		
WK/201403833 26/08/2014	21/08/2014	Wear Barton Road	Sewage odour 10.30 to 13.30. City Council Pest Controller reports strong sewage odour in the same area at 14.55.
Case Actions:			
WK/201403848 22/08/2014	21/08/2014	Wear Barton Road	Odour from 10.30 all day. Message left for Jay Harris to contact me.
Case Actions:			
Case Comments	Telephone call from Jay Harris Nothing unusual on site yesterday; was aware of an odour at junction of Topsham Road and new Persimmon Development later that day (City Council Pest Control Officer noted odour in the same area on 21 August at 13.30 also). NB Monitoring Friday 22 August - no odour along Wear Barton Road or Topsham Road.		

Complaint Date	Odour Date	Address	Details
WK/201403906 26/08/2014	26/08/2014	Glasshouse Lane	Complaint regarding smell from Sewage works on Sat 23rd and Sunday 24th Aug.

Case Actions:

Email

Sent: 26 August 2014
To: Staples, Lee
Subject: PROTECTED: Sewage smell from SWW

Hi Lee

I've had a call from a complainant re the sewage smell from SWW. She lives at Glasshouse Lane, Countess Wear.

She told me that the smell is pretty constant, but is particularly bad in the late afternoon early evening, not so bad in the morning. It was pretty bad all day Saturday and Sunday (23/24) August.

Case Comments

Called the complainant to discuss. She stated that the problem had been apparent periodically throughout the past few months, but that she had only just found the number to call in on. She stated that the smell was most noticeable in the early evening or at night. She also stated that due to her properties proximity to the works she expected some residual odour, but this had been particularly bad over the past few summers. Informed her of our ongoing monitoring and the Cornwall College odour study being undertaken, and the works to provide a new sludge processing plant that was now operational. Informed her that we would pop out to witness the odour if she calls in during office hours, and will pass on complaint details to SWW for them to investigate.

Email

From: Staples, Lee
Sent: 26 August 2014 16:14
To: JHARRIS
Subject: UNCLASSIFIED: Weekend complaint

Hi Jay,

We received a complaint today from a resident of Glasshouse Lane, who stated that the odour from the sewage works was particularly bad on Saturday and Sunday this weekend (23rd and 24th). She also stated that the smell was more noticeable later in the evening generally, but that this weekend it had been noticeable all day. Did you have any other complaints notified to yourselves? Any problems or works going on over the weekend that could explain this?

FYI Simon Ruddy is on leave this week, so I will be picking up any complaints.

Thanks

Lee Staples
Environmental Health Officer (Commercial)
Exeter City Council

Email From: Harris, Jay [mailto:JHARRIS@southwestwater.co.uk]
Sent: 27 August 2014 08:18
To: Staples, Lee
Subject: RE: UNCLASSIFIED: Weekend complaint

Lee,

Apologies for not getting back to you yesterday.

I've spoken to the manager who was on site on Saturday and Sunday and there were no problems on site. I'm not aware that we received any complaints. We did experience odours on site yesterday from the sludge reception screen and it is possible that this may have occurred over the weekend. However, it tends to be intermittent and not continuous. By the end of this week we should have installed some further odour control to reduce the risk of odour from this equipment. This is an area on site that has been identified by the odour survey as a hotspot.

On Monday, a power blip on site caused issues with the level sensor in the sludge reception tank which meant that it overtopped. This caused some mess on site and the clean up was completed yesterday. Again this may have caused some odour. We did receive complaint(s) on Monday but I don't have the details of where from.

Regards

Jay Harris
Waste Water Services - Operations Manager (East)

WK/201403982

29/08/2014 28/08/2014 Wear Barton Road

Call received from complainant to notify us that the odour was noticeable again when he returned home at 12.10. He also noticed the odour was bad at around 10.40 on Saturday 23rd.

Case Actions:

Complaint Date	Odour Date	Address	Details
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Phone call made			Called Jay Harris and left him a message informing him of the complaint.
Phone call received			Call received from Jay Harris. He has been on site today and the only odorous area was the sludge reception screen which had also caused problems over the weekend. Jay stated that the odour from this was quite localised on the site itself, but this was the only thing which he was aware of causing issues. He informed me that they have been installing some odour dosing equipment around the sludge reception screen and that they will be tweaking this over the next few days to optimize performance (he said that hopefully this should have a positive impact within a week). The sludge reception screen has been identified as a possible problem area by their odour study results.

EPSU Officer Visit			Monitored along usual route at approx 5pm. Light odour noticeable along entire length of Wear Barton Road. Odour not noticeable elsewhere. Blustery SW winds.
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Email			From: Staples, Lee Sent: 29 August 2014 09:11 To: Harris, Jay Subject: UNCLASSIFIED: Odour Monitoring
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Hi Jay,

I monitored the odour along the usual route last night (approx 5pm) and again this morning at around 7.20am. Last night there was a light odour detectable along the whole length of Wear Barton Road, but I didn't detect it on any of the other roads. This morning I detected a light odour along Higher Wear Road which intensified towards junction with Wear Barton Road. Moderate odour detectable at the far end of Wear Barton Road (numbers 48 onwards), but the odour reduced again quickly after junction with Higher Wear Road (relatively narrow odour band). The wind direction this morning was WSW, which would correlate well with detecting the odour at the far end of Wear Barton Road.

I hope this information is useful.

Regards

Lee Staples

Environmental Health Officer (Commercial)

Email			From: Harris, Jay Sent: 29 August 2014 09:13 To: Staples, Lee Subject: RE: UNCLASSIFIED: Odour Monitoring
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Lee,

Many thanks - very useful.

I am on site currently and the odour dosing set up yesterday on the sludge reception tank appears to be working well as I am not detecting any odour on site currently.

Have a nice weekend.

Regards

Jay Harris
Waste Water Services - Operations Manager (East)

Complaint Date	Odour Date	Address	Details
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WK/201403986

29/08/2014

29/08/2014

Wear Barton Road

Complainant noticed odour from around lunchtime yesterday and again during the night.

Case Actions:

Case Comments

Informed the complainant that I had monitored last night and again this morning and that I had detected the odour clearly near her property this morning. Informed her that I would record her complaint and notify SWW, and mentioned the new odour dosing equipment installed yesterday.

Email

From: Staples, Lee
Sent: 29 August 2014 09:21
To: 'Harris, Jay'
Subject: UNCLASSIFIED: RE: Odour Monitoring

Hi Jay,

Just to let you know, I just received a call from a resident at the far end of Wear Barton Road (numbers 48 onwards). She said that the odour was noticeable from around lunchtime yesterday and again during the night. I informed her about the new odour dosing equipment installed yesterday. Good to hear that the odour dosing is working well on site- fingers crossed for a quiet weekend.

Regards

Lee Staples
Environmental Health Officer (Commercial)
Exeter City Council

WK/201404024

01/09/2014

23/08/2014

Lower Wear Road

Odour intermittent and ghastly on Saturday 23 & Sunday 24 August; also Wednesday 27 & Thursday 28 August

Case Actions:

Complaint Date	Odour Date	Address	Details
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Case Comments Telephone conversation with Jay Harris. No problems on site. Chemical dosing unit has now been fitted to sludge reception tank to reduce odour and is working ok.

NB: Odour complaints also received from Glasshouse Lane (Saturday 23 & Sunday 24) and Wear Barton Road (Saturday 23).

Case Comments Email from complainant & my response:

Dear

Firstly, apologies for the delay in responding to your email; I was on leave last week and wanted to meet with SWW on my return to discuss these odour issues.

I visited the sewage works and spoke to the Waste Water Services Operations Manager yesterday. There don't appear to have been any operational issues over the dates that you mention in August; in mid-July a sludge scraper bar failed and had to be replaced - the emptying of the associated settlement tank led to some odour issues at the time but this equipment has now been repaired.

SWW has commissioned an odour survey and are using the data to identify any potential areas on site for improvement; within the past week, chemical dosing to the sludge reception tank has been put in place to reduce the risk of odours here. Certainly, during my visit to the site yesterday no odours were apparent.

Regards

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

-----Original Message-----

From:
Sent: 29 August 2014 07:45
To: Ruddy, Simon
Subject: Smell again

Good morning Simon

I realise it is a nuisance to you, but last weekend the smell was intermittent and ghastly , It was all over the holiday Wednesday morning and evening Thursday morning absolutely honking.

When I emailed you a few weeks ago you did not reply, I understand you have a lot on your plate but it causes a big impact on people living in this area.

Swwa do not seem to do anything to solve this and just fob everyone off with excuses.

I await your reply please

Complaint Date	Odour Date	Address	Details
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Case Comments

Email from complainant in response:

Good afternoon

Thank you for your reply

However there were five people staying with us then and they all smelt it We can't all be imagining it can we as is implied by swwa Today there are four of us and it is disgusting !

It is going back to what it was

I can only imagine you had a stout clothes peg on your nose when you had a visit or it was empty

WK/201404136

05/09/2014

03/09/2014

Ark Royal Avenue

Odour at junction of Glasshouse Lane & Lakeside Avenue, Wednesday 3 September, 08.50.

Case Actions:

Case Comments

Email to Jay Harris with time & date of odour - request for any comments.

Hello Jay

Please find, attached, a copy of the original Terms of Reference from 2003.

The question of relocating monitors is timely because I've just received an odour complaint from a resident on the Great Woodcote Park development - Wednesday 3rd September at 19.15, at the junction of Admiral Way and Topsham Road. I remember that we had a discussion about this location the other day; do you think it would be useful to locate a monitor here and can you remind me what your investigation into the sewers in this area has revealed (so that I can inform the complainant).

I've also received 2 complaints about odour on the morning (08.50 and 09.30) of Wednesday 3rd September, in the Glasshouse Lane Area; was there anything happening on site at the time?

Regards

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

Case Comments

Thanks Simon.

Sewer investigations are ongoing but I agree, it would be a good place to locate a monitor. I'm not currently aware of any issues on Wednesday but will find out.

Regards

Jay Harris
Waste Water Services - Operations Manager (East)

Case Comments

Simon Lane has forwarded your email to me as I've been dealing with odour complaints from South West Water's Waste Water Treatment Works at Countess Wear. I sit on the SWW Liaison Group where complaints of this nature are discussed. You can find agendas and minutes from these meetings at <http://committees.exeter.gov.uk/ieListMeetings.aspx?CID=173&Year=0>.

I was at the works on Tuesday 2 September, at which time there were no issues with any plant or equipment. SWW's Waste Operations Manager advises that the works were also operating normally on the Wednesday so there was no readily identifiable source of odour on that day.

The Cornwall College Odour Survey (organised by SWW) has a few more weeks to run. Diffusion tubes have been located around Countess Wear and I have suggested to SWW's Operations Manager that it may be prudent to monitor in the vicinity of Admiral Way. He will discuss this when he meets with Cornwall College next week.

Regards

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

Email

From:
Sent: 03 September 2014 12:02
To: Simon Lane - Environmental Health
Subject: Stench

Dear Mr Lane

Based purely on personal experience and the comments I have received (therefore this is not at all scientific) I would suggest that the best place to locate any test equipment on Great Woodcote Park might ironically be in the immediate vicinity of the Charles Church Sales Office, and my second suggestion would probably be around the junction of Mountbatten Drive and Ark Royal Avenue.

In future I will contact you with dates/times of the stench directly affecting us, but for the moment I'd just like to report another bad smell somewhere else (although by no means their worst) near the small parade of shops near the junction of Glasshouse Lane and Lakeside Avenue when I visited at 08:50 this morning.

You referred Councillor Baldwin (below) to the Minutes of the South West Water Liaison Committee. Are those Minutes available to the public?

Regards

From: CLLR Baldwin, Margaret
Sent: 31 August 2014 11:48
To: Mail
Subject: Fwd: UNCLASSIFIED: Odour Complaints

Dear

I have attached a response from the City Council with regard to the smell problem in the Newcourt and Countess Wear area. I hope that it gives you an update on the situation, and perhaps you could contact Simon Lane directly as he suggests so that your name can be added to the list of complainants. Encourage your neighbours to do so as well.

Best wishes
Margaret

EXETER CITY COUNCILLOR
TOPSHAM WARD

Begin forwarded message:
From: "Lane, Simon"
Date: 29 August 2014 16:32:27 BST
To: "CLLR Baldwin, Margaret"
Subject: UNCLASSIFIED: Odour Complaints
Cllr Baldwin

Exeter City Council continues to be very active in this issue and is actively engaged with those that have contacted the service. I have looked our records, and we have not had any contact from the resident below. For my service to be able to investigate matters, we do need residents to engage with the service.

Over the last two months officers from my service have conducted over 30 proactive monitoring visits at various times of day and night - these are visits that are not as a result of contact being received. In addition, visits to the area have also been made following complaints that have been received. Details of complaints and how we have responded are published with the minutes for the South West Water liaison committee. With respect to the Environment Agency, they attended the last liaison meeting as a result of a direct approach by my service to do so.

There is also a 6 month study taking place by specialists at Cornwall College, which is conducting scientific monitoring the area. This includes continual monitoring at the site boundary of the sewage treatment works as well as a number of diffusion tubes which are used to monitor gases being located at a number of residential locations. This monitoring is ongoing, with the results being collated for the next liaison meeting.

South West Water has a very detailed plan to deal with new properties which are being built. This plan has been agreed with the site regulator the Environment Agency. The manager of the treatment works is always happy to explain the detail of this plan as well as explain the treatment process. If you would like to do this, then I will happily get the site manager to contact you to arrange a convenient date and time.

With respect to Persimmons pumping station, work has been taking place at the site over the last few weeks to prepare the pumping station for adoption by South West Water. I was on the Persimmons / Charles Church development last night checking up on progress and know that not all of the work has been completed at present.

Please feel free to contact me if you require any further information.

Regards

Simon Lane
Environmental Health and Licensing Manager
Exeter City Council
Environmental Health and Licensing

From: CLLR Baldwin, Margaret
Sent: 28 August 2014 21:24
To: Lane, Simon
Subject: Fwd: The Exeter Stench

Hi Simon

The problem with bad smells in the Newcourt area continues. Can you please give me an update on the pumping station repairs. Also, can you give me some reassurance that the SWW treatment works are going to be able to cope with the rapidly increasing number of new houses being built in the area.

Many thanks
Margaret

EXETER CITY COUNCILLOR
TOPSHAM WARD

Begin forwarded message:

From:
To: "CLLR Baldwin, Margaret"
Subject: The Exeter Stench
Dear Councillor Baldwin,

My home is on the Great Woodcote Park development (please see the exchange of e-mails below). I've heard that Persimmon has called in experts to investigate and test the drains, and they've found that Charles Church (Persimmon) are not responsible for the stench. Do you know whether that is actually the case, or is Persimmon still involved in solving the problem?

Mr Lane's e-mail (below) is an expression of good intent, but it reads as though the City Council is no more than a spectator in this. So, who knows exactly what is to be done, and when? What is the plan for ridding Exeter of this appalling stench - particularly Newcourt/Glasshouse Lane? It was here last year and it's still here.

While this drags on, residents are forced to live in this unhealthy environment. This stench is not a rare, isolated event. It makes it look like the City Council either isn't pushing the Environment Agency hard enough or isn't being taken seriously.

It also appears that the problem remains unresolved only because it hasn't been made a high enough priority. Pennon Group, SW Water's parent, is a £3bn company with a world-wide reputation for its know-how, so a lack of expertise can't be the issue.

Every week that this drags on, still more houses are being occupied, flushing down more material to add to the problem. And of course we've got Ikea coming online, and more houses further along Topsham Road eventually. All at the expense of reduced quality of life for the residents? I'm sure you'll agree that would be unacceptable. So let's get it fixed.

I attach an item from the front page of yesterday's Sunday Telegraph ("The village that's kicking up a stink"). They don't appear to be willing to suffer from the complacency of others.

Regards

WK/201404137

05/09/2014	05/09/2014	Glasshouse Lane	Email complaint received by Cllr Robson - odour noticed between Bridge Road & Glasshouse Lane.
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Case Actions:

Case Comments	Email to Jay Harris requesting details of any site operations at time of complaint.
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Case Comments	Thanks Simon.
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Sewer investigations are ongoing but I agree, it would be a good place to locate a monitor. I'm not currently aware of any issues on Wednesday but will find out.

Regards

Jay Harris
Waste Water Services - Operations Manager (East)

WK/201404209

09/09/2014	08/09/2014	Wear Barton Road	Smell from SWW
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Case Actions:

Phone call received	Call from complainant complaining about a strong smell of 'fresh poo' from the SWW labs. The smell was very bad yesterday (Monday 8 September), morning up to 15:30. She also noticed the smell today (Tuesday 9 September) when she woke up at 06:30.
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Case Comments	Email from Jay Harris. Unaware of any issues at the time.
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Simon,

I've made enquiries and nothing to report from site on those dates. Jack and Sean have been doing some further investigation into the sewers in the area and there pulling together some thoughts.

Cornwall College are on site tomorrow to download the latest set of data and we will be discussing monitor locations with them - is there anywhere in particular you think we ought to be considering?

Thanks

Jay Harris
Waste Water Services - Operations Manager (East)

WK/201404234

10/09/2014	09/09/2014	Newport Road	Repugnant odour from sewage works tonight (Tuesday 9 September). Seems to follow complainant around estate; has to close windows but smell coming through airbricks.
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Case Actions:

Case Comments

Good evening Mr Ruddy

I am writing once again with regard to the extremely repugnant odour from the countess wear sewerage treatment works tonight. The smell is so bad that while driving through the estate the odour appeared to follow you. I had to once again shut all the windows, but even so the smell is so strong it is coming through the air bricks. Can you explain to me why this issue has still not been addressed. This is becoming too frequent and apologies from South West Water does not rectify the situation. In this day and age with all the money spent on upgrading the plant, as our water and sewerage rates are one of the most expensive in the country these problems should not keep recurring.

I am sending a copy of this email to my local Councillor to keep her informed of the recurring events.

Yours sincerely

Very disappointed and angry resident

Case Comments

Copy of email from complainant to Cllr Robson. Son lives at Wear Barton Road and had just returned from holiday but couldn't open windows because of smell.

Dear Cllr Robson

Many thanks for your prompt reply. We live at Newport Road and my son lives at Wear Barton Road who rang us to ask if we had the awful smell as he had just come home from holiday and was deeply upset on returning to once again have to close all his Windows because as having been on holiday wanted to air the house. Hoping that SWW get their act together regarding this long term problem.

Yours sincerely

CLLR Robson, Lesley wrote:

Dear

Thank you for reporting this. The more evidence you send us the better, as it helps SWW build up a picture of the area!

Please can you tell me which road you live in? There seem to be two current sources of smell at the moment, one from SWW and the other is from the buildings on the Persimmons site; we need to establish the source.

Thank you

Lesley Robson

On 9 Sep 2014:

Good evening Cllr Robson

I have sent you a copy of an email that I have sent to Simon Ruddy in regard to the extremely bad smell tonight. Once again we are having to put up with one of the worse smells, it seems to be even worse than before. In all of the 35 years we have lived here, I would have thought that by now this problem would have been sorted.

Hoping you can get to the bottom of this.

Yours sincerely

Case Comments Copy of email to complainant

Dear

Thank you for your email. I have asked SWW's Waste Water Operations Manager to find out whether there were any operational issues on site at the time of your complaint; once I have this information I'll come back to you. I had a meeting at the works last week and can confirm that waste processing operations were running normally at that time.

Environmental Health Officers are carrying out a number of proactive odour monitoring visits to Countess Wear; a colleague and I were in the area at various times on 10th September (i.e. the day after your complaint) but there was no odour detected in the Higher Wear/Wear Barton Road/Glasshouse Lane area whilst we were there (07.30, 12.30 & 21.30).

Regards

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

Case Comments Email to complainant

Dear

Thank you for your email. I had a meeting with South West Water on Wednesday to discuss odour issues. A primary settlement tank is currently being drained so that a sludge scraper bar can be removed for repair; SWW aim to complete drainage today.

I also met with representatives of Cornwall College, who are undertaking an odour survey of the works and the surrounding area. Data from the survey is being used to try and pinpoint potential odour sources on site and how these correlate with complaints from local residents. A number of odour monitoring tubes (which measure ammonia and hydrogen sulphide levels) have been located at various locations throughout Countess Wear since April; we have discussed further areas which would benefit from monitoring - including Newport Road. If you, or anybody that you know of, would be willing to have a small monitoring tube affixed to your property for a couple of months, please let me know.

I will ask South West Water to take a look at the inspection chamber cover to which you refer.

Regards

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

Case Comments Telephone conversation with complainant. Is happy to have odour monitoring tubes affixed to property. Have passed contact details to Jay Harris.

WK/201404242

10/09/2014

05/09/2014

Topsham Road

Horrible smell on Topsham Road at 13.00.

Case Actions:

Complaint Date	Odour Date	Address	Details
WK/201404584 19/09/2014	18/09/2014	Lower Wear Road	Odour from sewage works. Advised that scraper bar to PST 1 has failed; tank is being emptied. Jay Harris advises this work will continue until tomorrow (Friday)
Case Actions:			
Case Comments	Visited area 16.30. Warm; south-easterly wind. Odour apparent around the junction of Lower Wear Road/Glasshouse Lane and along the bottom part of Glasshouse Lane. Nothing apparent on Wear Barton Road. Would suggest a very narrow band of odour, blown on the wind (wind would have to come from the south west for odour to affect Wear Barton Road area).		
WK/201404607 22/09/2014	18/09/2014	Lower Wear Road	Sewage odour in Lower Wear Road. Will be linked to draining Primary Settlement Tank 1 after scraper failure. SR also detected odour in the vicinity of Lower Wear Road/Glasshouse Lane on the same day around 16.30.
Case Actions:			
Case Comments	Telephone call from Jay Harris. Tank successfully drained and is now refilled; the scraper bar can operate manually (with some supervision) pending fabrication of replacement parts.		
WK/201404719 25/09/2014	25/09/2014	Glasshouse Lane	Odour "right through the night" Tue 23 - Wed 24 September.
Case Actions:			
WK/201404747 29/09/2014	28/09/2014	Topsham Road	Sewage odour from 22:00 on Sunday until bedtime. Smell gets into house.
Case Actions:			
Phone call received	Call received from Jay Harris at SWW. Several power failures whilst they were working on the chemical dosing system at the sludge reception tank over the weekend. Possible that these power failures led to the chemical dosing system failing. This has now been turned on again and has reduced the odour considerably. Jay also stated that they have temporarily repaired the damaged sludge scraper.		
WK/201404750 29/09/2014	26/09/2014	Wear Barton Road	Odour noticed on Friday 26 September, most of the day. Hasn't been reporting recently as wasn't sure whether damaged scraper bar had been repaired (according to Jay Harris, it has received a temporary repair)
Case Actions:			
Case Comments	Email from Jay Harris - power failure caused chemical dosage to sludge reception tank to cut out. Simon, Just to follow up the phone conversation I have just had with Lee, it looks like the chemical dosing system on the sludge reception tank tripped out following a power outage and did not automatically reset. Certainly when I arrived on site this afternoon there was an odour from this area and now the system is back on the odour has gone. I'm trying to establish exactly when it tripped and why it wasn't resolved quicker. Additional H2S and NH3 diffusion tubes have been installed today in Newport Road and Admiral Way. I'm now waiting on a quote for 3 or 4 monitors that we can deploy in the sewer along Higher Wear Road and Wear Barton Road. I'll keep you posted. Thanks Jay Harris Waste Water Services - Operations Manager (East)		
WK/201404752 29/09/2014	28/09/2014	Wear Barton Road	Sewage odour on Sunday 28 September; noted around midday.
Case Actions:			

Complaint Date	Odour Date	Address	Details
Case Comments		Simon,	<p>Just to follow up the phone conversation I have just had with Lee, it looks like the chemical dosing system on the sludge reception tank tripped out following a power outage and did not automatically reset. Certainly when I arrived on site this afternoon there was an odour from this area and now the system is back on the odour has gone. I'm trying to establish exactly when it tripped and why it wasn't resolved quicker.</p> <p>Additional H2S and NH3 diffusion tubes have been installed today in Newport Road and Admiral Way. I'm now waiting on a quote for 3 or 4 monitors that we can deploy in the sewer along Higher Wear Road and Wear Barton Road. I'll keep you posted.</p> <p>Thanks</p> <p>Jay Harris Waste Water Services - Operations Manager (East)</p>
WK/201404754	29/09/2014	Topsham Road	Complaint received by Cllr Robson of odour by M5 bridge (in Newport Park are) most days - complainant notices during morning school run.
Case Actions:			
WK/201404799	30/09/2014	Wear Barton Road	Odour from sewage works - all day.
Case Actions:			
Case Comments		Jay Harris reports no odours on site on this day.	
WK/201404800	01/10/2014	Wear Barton Road	Sudden sewage odour at 12:30. Wind from SE.
Case Actions:			
Case Comments		Telephone call with Jay Harris. Had noticed odour on site Monday 29 September; on investigation, the odour dosing unit to the sludge reception tank was off - possibly tripped out after power failures over the weekend. Dosing was turned back on and odour disappeared.	
		On Tuesday, Jay didn't notice any odours on site.	
		Jay was back on site on Thursday; there was some odour around the sludge reception tank but he was told that the dosing equipment was operating ok. Jay thinks this needs further investigation with Veolia - the dosing isn't adjustable so doesn't take account of different qualities of sludge.	
WK/201404830	02/10/2014	Wear Barton Road	Odour noted in Countess Wear School classroom at 08.45 this morning. Has been bad for much of this week - Sunday 28 afternoon; all day Monday 29 & Tuesday 30 September. Often an issue in the middle of the night.
Case Actions:			
Case Comments		Complainant has lived on Wear Barton Road for 10 years; odour has, in her opinion, got worse since construction of new houses - is also troubled by gas-like odour coming up through inspection chambers on Wear Barton Road.	
		Odour from sewage works happens at all times, often around 22.00 (when, I explained, there was nobody on site). Creeps into her house and, on this occasion, into primary school.	
		Explained ongoing SWW/Cornwall College odour monitoring on site and around Countess Wear, with a view to identifying potential sources; complainant feels situation hasn't improved & is considering going to the press.	
Case Comments		Telephone call from Jay Harris. On Thursday 2 October, 08.30, there were 2 half-hour planned power outages so that work could be undertaken on pumps. During that time, flow had to be diverted into the storm tanks. This coincides with the time of the complaint.	

Complaint Date	Odour Date	Address	Details
WK/201404858 03/10/2014	03/10/2014	Lower Wear Road	Sewage odour noticeable this week. Today (Friday 3 October) it was bad by Glasshouse Lane Medical Centre at 09.20.
Case Actions:			
Case Comments	Jay Harris called to say that there had been an issue with the sludge reception dosing tank - power outage over weekend (27/28 September) had tripped system. Dosing back on Monday 29 September.		
	On Thursday 2 October, sewage flows had been diverted into storm tanks to allow routine pump maintenance.		
	Whilst sludge reception dosing is now operating, Jay has still noticed an odour onsite around the tank; will discuss this matter with Veolia.		
WK/201404984 08/10/2014	07/10/2014	Wear Barton Road	Odour apparent at 15:00 (when complainant got home) and then on & off until 21:00
Case Actions:			
Case Comments	Suggest arrange site meeting with Jay Harris. Odour noted at complainant's property at 16:30 on 8/10/14.		
WK/201405006 09/10/2014	08/10/2014	Wear Barton Road	Odour from works again. Doesn't think that the matter is getting any better, despite numerous discussions with SWW.
Case Actions:			
Case Comments	Visited. Sewage odour apparent in complainant's patio - could detect odour on the breeze (gusty) and also at times when air was still. Complainant thinks that, despite numerous complaints, the situation is not improving. Claims that odour has been an issue for much longer than since just last year.		
	Call to Jay Harris - suggest site meeting next week.		
WK/201405229 21/10/2014	18/10/2014	Wear Barton Road	Sewage odour 13:30 Saturday 18th & Sunday 19th October. 'Unusual' smell; not like normal odour; more like odour noted when standing next to primary settlement tanks.
Case Actions:			
Case Comments	Spoke to Jay Harris - he had visited complainant 23 October PM but no odour apparent at the time. Jay's only just returned to site - will investigate whether anything unusual going on.		
Case Comments	Telephone call with Jay Harris. Storm tanks being drained Saturday 18th, Sunday 19th & Monday 20th October - ties in with times of complaints.		
WK/201405230 21/10/2014	20/10/2014	Wear Barton Road	Odour noted 10:00, Monday 20 October.
Case Actions:			
Case Comments	Spoke to Jay Harris - he had visited complainant 23 October PM but no odour apparent at the time. Jay's only just returned to site - will investigate whether anything unusual going on.		
Case Comments	Telephone call with Jay Harris. Storm tanks being drained Saturday 18th, Sunday 19th & Monday 20th October - ties in with times of complaints.		
WK/201405321 24/10/2014	23/10/2014	Topsham Road	Sewage odour apparent at lunchtime today and last week.
Case Actions:			

Complaint Date	Odour Date	Address	Details
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Case Comments	AMB visited 16.00. No odour apparent along Topsham Road but noticeable along middle part of Wear Barton Road (by 100 club).
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Email	Hello Jay
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Yesterday's sewage odour complaint came from a Topsham Road resident (close to Countess Wear Roundabout). Alex couldn't detect anything when she got there at 16:00 but said the odour was particularly noticeable along Wear Barton Road (near 100 Club).

I ran through Countess Wear last night; the odour of sewage along Wear Barton Road (from junction with Glasshouse Lane to junction with Higher Wear Road) was very noticeable. This was at around 22.00 (which ties in with an earlier Wear Barton Road complainant who also mentioned 22.00 as a common time for odours). What could be going on at this time?

Regards

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

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

Complaint Date	Odour Date	Address	Details
WK/201405408 29/10/2014	29/10/2014	Glasshouse Lane	Odour today (29 October) at 10:00 for 45 minutes. Last night (28 October) 21.30 onwards. Gets into house; has to use scented candles to disguise smell. Has been particularly bad this year and last; not so much prior to 2013.
Case Actions:		EPSU Officer Visit Monitoring at 15.00. Grey & overcast. Glasshouse Lane, Lower Wear Road, Wear Barton Road, Higher Wear Road - no odour apparent.	
WK/201405410 29/10/2014	27/10/2014	Topsham Road	Sewage odour this morning. SR on site approx 12.00. No odour on Topsham Road (complainant lives near Countess Wear Roundabout) but odour apparent along lower part of Glasshouse Lane.
Case Actions:			
WK/201405522 03/11/2014	25/10/2014	Wear Barton Road	Sewage odour on Saturday 25 October, 07.30.
Case Actions:			
WK/201405523 03/11/2014	01/11/2014	Wear Barton Road	Pungent odour on Saturday 1 November from 09.15 and then on & off during the day.
Case Actions:			
Case Comments	Discussion with complainant. Could odour be linked to volume of sewage arriving at the works? Are flow rates measured and could we correlate to complaint numbers?		
	There's a liaison group meeting on 5 November - to discuss then.		
Case Comments	Telephone call with Jay Harris. Not aware of anything unusual on site; had walked around on morning of 3/11/14 - no problems observed.		
	Flow rate data should be available - will investigate further.		
WK/201405525 03/11/2014	02/11/2014	Wear Barton Road	Pungent odour at 09.00 on Sunday 2 November and then on & off afterwards. Does not smell like the odour observed when complainant was on site.
Case Actions:			
Case Comments	Telephone call with Jay Harris. Not aware of anything unusual on site; had walked around on morning of 3/11/14 - no problems observed.		
WK/201405536 03/11/2014	03/11/2014	Wear Barton Road	Sewage smell
Case Actions:			

