

**EXETER CITY COUNCIL**  
**SOUTH WEST WATER LIAISON GROUP**

Wednesday 18 March 2015

**Present:-**

Councillor Lesley Robson (Chair)

Jay Harris, South West Water  
Ian Ward, South West Water  
Kevin Bingham, Residents Representative  
Nigel Thomas-Childs, Environment Agency

Charlotte Quantick, South West Water  
Barbara Parsons, Cornwall College

Simon Ruddy, Principal Environmental Health Officer  
Alex Bulleid, Environmental Health Technician  
Jo Quinnell, Assistant Democratic Services Officer (Committees)

1 **APOLOGIES**

Apologies were received from Councillor Owen and Mary Evans.

2 **MINUTES OF THE MEETING HELD ON 4 DECEMBER 2014**

The minutes of the meeting held on 4 December 2014 were agreed.

3 **MATTERS ARISING**

There were no matters arising.

4 **COMMUNICATIONS PLAN UPDATE**

Charlotte Quantick reported that 58 residents had signed up to receive text notifications and positive feedback had been received. They would like to encourage more residents to sign up to the service, and 680+ letters had been sent out to date. Another 200 would be distributed imminently.

This was a great way of communicating to give as much information as possible on planned or reactive works, and even if there are no works planned. A text for the week is sent out on a Monday and checks are made on a Friday whether there are any planned works for the weekend ahead.

Charlotte advised that the team also attended coffee mornings at the 100 Club which enabled residents who did not like to receive text notifications to raise issues for the team to take away and deal with.

Jay Harris advised that in addition to this they would like to arrange more site visits for residents, which could take place over the weekend if more convenient. Site visits are useful as it provides residents with a clearer understanding of problems experienced at the site, for example, why the scraper cannot be fixed immediately

due to its size. It also helps to recognise that odours on site differ to that in residential areas.

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### **ODOUR SURVEY - CORNWALL COLLEGE**

Barbara Parsons gave a presentation on the results of the odour survey carried out. The full report was circulated to members of the Group.

24 monitors were located in various sites to monitor ammonia and hydrogen sulphide concentrations. 12 were located within the works boundary and 12 located in residential areas (map attached).

The first month of the survey showed very low values of hydrogen sulphide, with the highest reading in Admiral Way. May and June saw higher values around residential properties than on the SWW site but these were still low. Sites that were high with hydrogen sulphide were not high with ammonia and vice versa.

Within the works site, the sludge reception tank demonstrated higher readings. After chemical dosing, the odours had cleared quite well for a month until a blockage had occurred. Once this had cleared and the dosing had increased, the levels dropped again.

The tankers discharge area also had consistent higher readings.

The SW14 site in Wear Barton Road showed higher levels of ammonia than all other residential sites. The highest reading up to June was from the sludge reception area within the works. The SWW25 monitor in the sludge storage area showed a high level of ammonia, but it was difficult to detect any odour.

The customer complaints list was cross referenced with data (attached).

There are times where the wind was very strong from the west, which would suggest that odours were from another source due to the wind direction. The report had flagged up other areas on the site where odours were not expected – this could be a possible tidal effect of the Exe Estuary.

Higher values were recorded between April and July before remedial measures were introduced, and also in September when an operational failure occurred.

Of the residential sites, SWW13 (Wear Barton Road) gave a higher reading of hydrogen sulphide particularly during June to September.

Hydrogen sulphide readings were higher at SWW26 on the site. SWW25 was situated by the sludge tanks which cannot be covered. One possible option for this area was screening by trees. However, the flood defence works will have an impact on the site and it was unlikely any screening would take place until these works had been completed.

Hydrogen sulphide readings in SWW 20, 21 and 22 identified a possible localised odour source as they are situated relatively close together.

Odours could also be lifted, dragged and dropped, and it was questioned how the technique used can pick up on that. It was noted that the tubes were only positioned at head height for this survey – ammonia was lighter than air and hydrogen sulphide heavier.

Jay advised that there are lower flows during the summer months which leads to less dilution in any period of dry weather.

Members were asked to read the report and to come back with any comments.

Some work would be undertaken with Charlotte and the team to provide residents with a copy of the report together with a summary to identify key points.

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### **OPERATIONAL UPDATE**

The digester cleaning reported at the last meeting was now complete.

The build up of rag waste caught across the chains in the sewers in Admiral Way was still an ongoing issue.

An odour issue had occurred two weeks ago relating to the odour control system on the liming plant. This had been rectified via chemical dosing.

There had been a scraper fail this morning and primary tank no. 3 was out of service. The scraper had jumped off the tracks and buckled. Access to the tank for repairs was causing some issues and options were being considered. A decision would be made within the next 24-48 hours when the tank would be drained and Charlotte's team would inform residents once a decision has been made on the date.

Jay reported that an inspection had taken place in January at the Persimmon Pump Station. They would be entering into a two month maintenance period and were waiting for the legal land transfer documents for SWW to maintain.

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### **COMPLAINTS**

The complaints report was noted.

16 complaints had been received by Exeter City Council since the last meeting.

Jay referred to a complaint made in January when they had been processing an increased volume of sludge from other sites. He reassured the Group that this was not in relation to the capacity of the works to cope with demand from new housing developments, but due to breakdowns at other sites where they had been receiving sludge on their behalf.

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### **ANY OTHER BUSINESS**

There was no other business.

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### **DATE OF NEXT MEETING**

The date of the next meeting was agreed as Wednesday 8 July at 2.30pm.

(The meeting commenced at 2.30 pm and closed at 3.50 pm)

Chair

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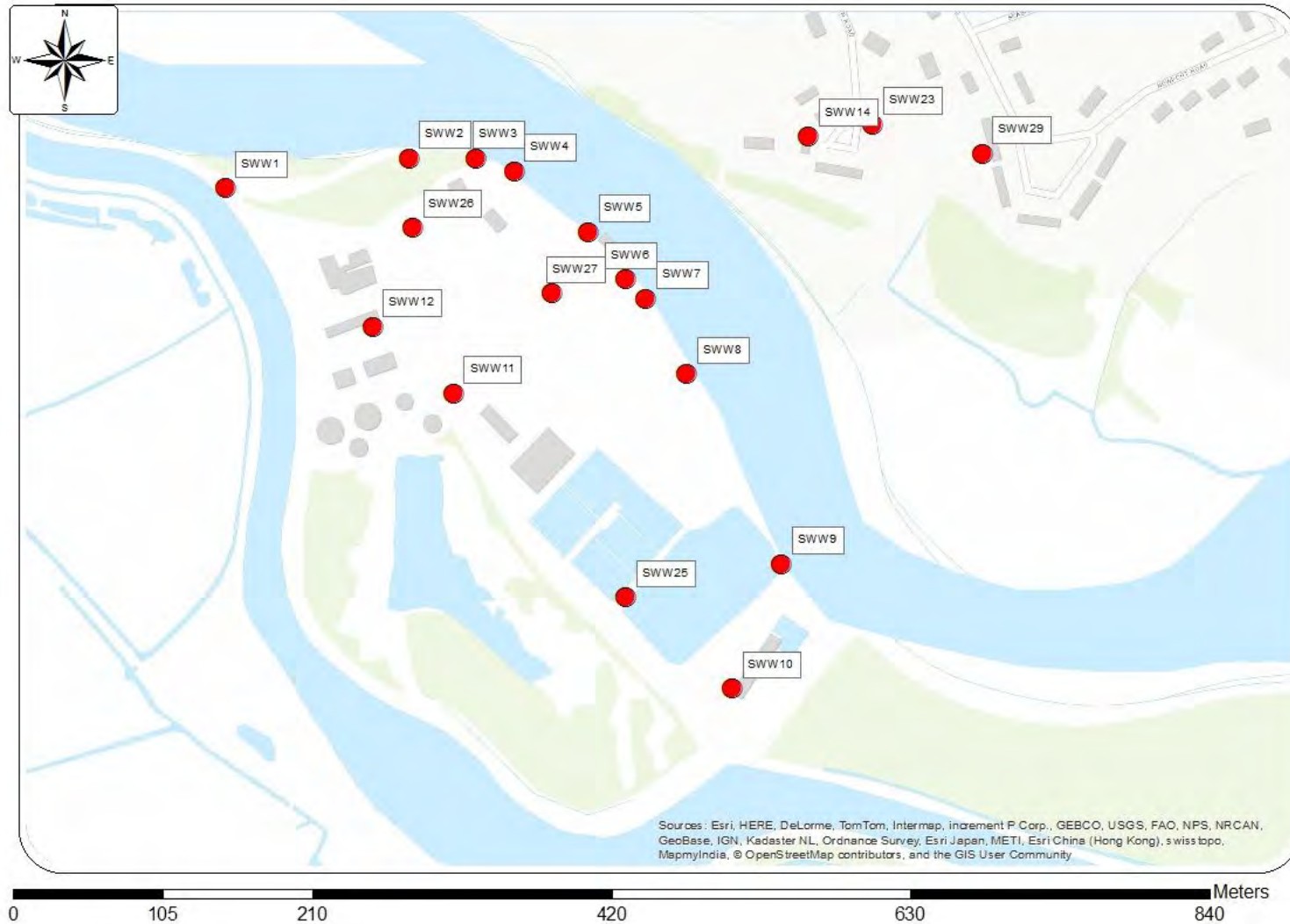


Figure 1. SWW Countess Wear monitoring sites (ToxiPro and diffusion tubes)



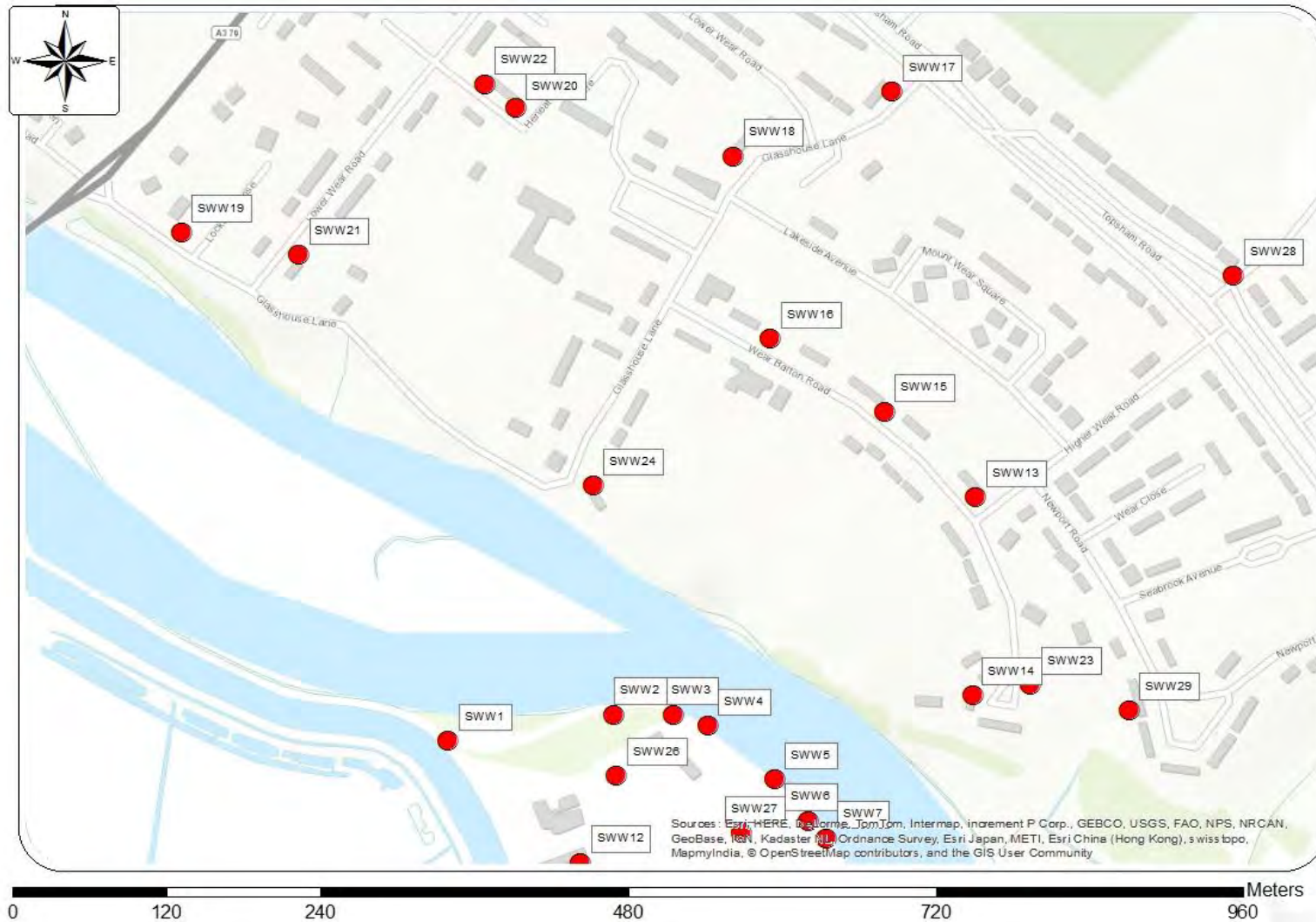


Figure 2. Residential monitoring sites (diffusion tubes)



Table 15. Complaints list, ToxiPro Peaks and wind direction

Day	Date	Time	Location	Sites Peak H <sub>2</sub> S	Sites Peak NH <sub>3</sub>	Wind Direction	Max wind speed/dir
Tuesday	06/05/14	12:30 – 18:00	Wear Barton Rd	2: 3: 5: 6: 7: 8: 9: 11	2: 5: 6: 11: 12	SSW (*TOC)	20 mph/S
Saturday	10/05/14	10:00 – 11:30	Wear Barton Rd	2: 7: 11		SW – S (SSW TOC)	31 mph/WSW
Monday	02/06/14	17:45 – 18:45	Wear Barton Rd	3: 7: 11	2: 3: 5: 6: 7: 11: 12	S (TOC)	20 mph/SSE
Tuesday	03/06/14	17:15 – 19:30	Wear Barton Rd	2: 5: 7		SSE – NNW (TOC)	11 mph/SW
Thursday	05/06/14	09:30 – 15:00	Wear Barton Rd	2: 3: 7	2: 11	SSE – SW (TOC)	22 mph/S
Saturday	07/06/14	AM & Late PM	Wear Barton Rd	2: 3: 7	2: 11	SSW/SE	
Monday	09/06/14		Wear Barton Rd	2: 3	2: 11	SSW/SE	
Wednesday	18/06/14	18:00 – 21:00	Wear Barton Rd	2: 10	11	N/NNW/WSW	
Friday	20/06/14	22:00 – 23:00	Lakeside Avenue	2: 7: 12	2: 11	ESE – S (TOC)	14 mph/ESE
		All Day	Lower Wear Rd				
Saturday	21/06/14	On & Off	Lower Wear Rd	2: 3: 7	2: 11: 12	NNW - S	13 mph/S
Sunday	22/06/14	Intermittent Evening	Wear Barton Rd	2: 7: 12	11	NNW & SSW	13 mph/SE
		On & Off	Lower Wear Rd				
		PM	Glasshouse Lane				
Monday	23/06/14	21:00	Wear Barton Rd	2	6: 11	NW/NNW & SSW (SW TOC)	13 mph/S
		AM	Glasshouse Lane				
Wednesday	25/06/14	15:45		2: 7: 9	11	NW/NNW & SE/SSW	16 mph/SSW
			Wear Barton Rd				
Tuesday	01/07/14		Lower Wear Rd	11: 25	11: 25	ENE - SE	16 mph/ENE
Wednesday	02/07/14		Lower Wear Rd	11	11: 25	NNW & SSE/S	13 mph/SSE
Thursday	03/07/14	11:15	Wear Barton Rd	2: 7	11: 25	NNW & SSE/S (SE TOC)	21 mph/SE
			Newport Rd				
Friday	04/07/14		Newport Rd	2: 5: 11	11: 25	SSE – S (S TOC)	22 mph/S
		10:45 – 12:45	Wear Barton Rd				
Sunday	06/07/14		Wear Barton Rd	2: 7	11: 25	W - NNW	18 mph/SSE
Monday	07/07/14	AM	Wear Barton Rd	2	2	NNW & S	20 mph/SSE
			Lower Wear Rd (by 100 Club)				
Friday	11/07/14		Wear Barton Rd	2: 11: 12: 25	11: 25	NW – N	15 mph/NW



Day	Date	Time	Location	Sites Peak H <sub>2</sub> S	Sites Peak NH <sub>3</sub>	Wind Direction	Max wind speed/dir
Monday	14/07/14	All Day	Wear Barton Rd	2: 7	11: 25	SW – S	21 mph/S
Tuesday	15/07/14	07:40	Wear Barton Rd (No 50-75)	2: 7	11: 25	NW–WSW & SE - S (SE TOC)	15 mph/SSW
		16:45	Wear Barton Rd (No 50-75)				
Saturday	26/07/14	16:15	Topsham Rd/Glasshouse Ln/Higher Wear Rd	2: 11	25	N – NNW & S (SSE TOC)	14 mph/SSW
Thursday	31/07/14	20:30	Wear Barton Rd		11	S – WSW (WSW TOC)	8 mph/S
		22:30	Newport Rd				
Friday	01/08/14	20:30	Wear Barton Rd	4: 5	25	S – SSE (SSE TOC)	9 mph/S
Saturday	02/08/14	All Day	Glasshouse Ln		2: 11	S – SE & W - WNW	11 mph/S
Friday	08/08/14	20:30	Lower Wear Rd		11	S (NW TOC)	5 mph/SSW
		20:30	Wear Barton Rd				
Friday	15/08/14				11: 25	NW	12 mph/NW
Wednesday	20/08/14	07:15	Exminster		11:25	WNW – NNW (NNW TOC)	17 mph/NNW
		08:30	Topsham Rd				
Thursday	21/08/14	10:30	Wear Barton Rd			NNW & SSW (WSW TOC)	10 mph SSW
Saturday	23/08/14	All Day	Glasshouse Lane	7: 8: 12	11: 25	NNW (NW TOC)	16 mph/NW
		10:30	Lower Wear Rd				
			Lower Wear Rd				
Sunday	24/08/14	All Day	Glasshouse Lane	7	11: 25	NNW – N & SE - S	17 mph/SSE
Thursday	28/08/14	12:00	Wear Barton Rd	12: 8: 7	11: 25	SW – S (SSW TOC)	23 mph/SSE
		17:00	Wear Barton Rd				
Friday	29/08/14	07:15	Wear Barton Rd /Higher Wear Rd	7	11: 25	SW – S (SSE TOC)	21 mph/SW
Wednesday	03/09/14	08:50	Glasshouse Lane		11: 25	NNW – NW & ENE – SE (NW TOC)	11 mph/SE
		09:30	Glasshouse Lane				
		19:15	JNC Admiral Way / Topsham Rd				
Monday	08/09/14	08:30	Wear Barton Rd (OS 49)		11: 25	NNW/S (N TOC)	7 mph/S
Tuesday	09/09/14	08:30	Wear Barton Rd (OS 49)		11: 25	NNW/SE (NNW TOC)	4 mph/SE
Wednesday	10/09/14	08:30	Wear Barton Rd (OS 49)		11: 25	NNW/SE (ENE TOC)	6 mph/SE
Friday	12/09/14	09:15	Wear Barton Rd (OS 49)	7	11: 25	ENE/SE (ENE TOC)	6 mph/SE
Saturday	13/09/14	10:30	Wear Barton Rd (OS 49)		11: 25	ENE/NNW (ENE TOC)	3 mph/NNW





Day	Date	Time	Location	Sites Peak H <sub>2</sub> S	Sites Peak NH <sub>3</sub>	Wind Direction	Max wind speed/dir
Sunday	14/09/14	19:15	Wear Barton Rd (OS No 49)		11: 25	ENE – NNW (SE TOC)	3 mph/NE
Monday	15/09/14	08:30	Wear Barton Rd (OS No 49)	5: 11	11: 25	E – NNW/SSW (N TOC)	7 mph/SSW
Tuesday	16/09/14	08:30	Wear Barton Rd (OS No 49)	7: 11	6: 11: 25	SE - ENE/NW - NNW (NW TOC)	7 mph/E
Thursday	18/09/14	19:15	Wear Barton Rd (OS No 49)	26: 27	11: 12: 25: 27	E – N (ENE TOC)	5 mph/E
Friday	19/09/14	08:00	Exminster	11: 26: 27	7: 11: 12: 25: 27	SE-ENE/NNW (ENE TOC) (S TOC)	11 mph/E
		18:30	Wear Barton Rd (OS No 49)				
Saturday	20/09/14	11:15	Wear Barton Rd (OS No 49)	11	11: 25:	N – NNW (NNE TOC)	4 mph/NNW
Sunday	21/09/14	10:00	Wear Barton Rd (OS No 49)	11: 12	25	E – NNW (NNW TOC)	13 mph/N
Friday	26/09/14	Most of Day	Wear Barton Rd (Cul-de-sac)	26	12: 25	WNW-N/SSE-S	6 mph/NW
Sunday	28/09/14	22:00	Topsham Rd (G&C Club)	5: 7: 27	11: 25	NNW/S - SSW (S TOC)	5 mph/SSW
		p.m.	Wear Barton Rd (Cul-de-sac)				
Wednesday	01/10/14			7: 26	12: 25	SW - S/NW-NNW	8 mph/S
Friday	10/10/14			12: 26	2: 11: 12: 25	SE - WSW	12 mph/S
Saturday	18/10/14	13:30	Wear Barton Rd (Cul-de-sac)		11: 12: 25	SSW - SE (SSE TOC)	17 mph/S
Sunday	19/10/14	On & Off	Wear Barton Rd (Cul-de-sac)		2: 12: 25	S – WSW	11 mph/SSW
Monday	20/10/14	On & Off	Wear Barton Rd (Cul-de-sac)	26	2: 11: 12: 25	SE - WNW	8 mph/SSW
Thursday	23/10/14	11:15	Wear Barton Rd (Cul-de-sac)	26	11: 12: 25	SSE – SSW (S TOC)	9 mph/S
		22:00	Wear Barton Rd (Nr 100 Club)				
		a.m.	Countess Wear Roundabout				
Saturday	25/10/14		Wear Barton Rd (Cul-de-sac)		2: 12: 25	S – SSW	7 mph/SSW
Monday	27/10/14		Topsham Rd	5: 26	12: 25	SE - SSE	15 mph/S
Wednesday	29/10/14		Glasshouse Ln	26: 27	12: 25	ESE – S/NW-NNW	5 mph/ESE
Saturday	01/11/14		Wear Barton Rd (Cul-de-sac)		12: 25	S - WSW	19 mph/S
Sunday	02/11/14		Wear Barton Rd (Cul-de-sac)	2: 5: 26	5: 12: 25	S – SW	16 mph/S
Monday	03/11/14		Wear Barton	12: 26: 27	2: 25	S – SW	11 mph/S
Friday	07/11/14			26	2: 12: 25	S - WSW	17 mph/S
Wednesday	12/11/14		Glasshouse Ln & Junc Wear Barton Rd/Higher Wear Rd	26	2: 11: 12: 25	SSE - SSW	14 mph/S
Monday	17/11/14					N - WNW	5 mph/N

\* Time of Complaint - TOC



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