



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

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AGENDA FOR **SOUTH WEST WATER LIAISON GROUP**

The **South West Water Liaison Group** will meet on **WEDNESDAY 7 JUNE 2017**, commencing at **2.30 pm**, at 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**.

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EXETER CITY COUNCIL
SOUTH WEST WATER LIAISON GROUP

Wednesday 1 March 2017

Present:-

Councillor Rob Newby (Chair)

Nick Murch, South West Water
Charlotte Quantick, South West Water
Mary Evans, Residents Representative
Kevin Bingham, Residents Representative
Nigel Thomas-Childs, Environment Agency
Simon Ruddy, Exeter City Council
Jo Quinnell, Exeter City Council

1 **MINUTES OF THE MEETING HELD ON 30 NOVEMBER 2016**

The minutes of the meeting held on 30 November 2016 were agreed.

2 **MATTERS ARISING**

Minute No. 28 – Matters Arising

Members noted that another letter had been received by SWW regarding concerns over the green sludge accumulating on the public right of way in the Newport Park area. Nigel Thomas-Childs reiterated that a sample has been checked and confirmed it is not sewage sludge from SWW. This was reported at the meeting on 13 April 2016. As a sample had been checked, no further Environment Agency resources would be available for this complaint.

Minute No. 29 – Operational Update

Nick Murch would check for any updates regarding connection of Seabrook Orchards to the mains sewer.

3 **OPERATIONAL UPDATE**

Refurbishment of all four primary tanks had commenced and a letter would be sent to residents imminently. It was also suggested that the SWW caravan or pop-up gazebo could be sited in the area to provide more information to residents, and Nick Murch advised that this was being explored.

Tank no. 1 had been drained last week and had been pressure washed. Scaffold was being erected today. A complaint had been received on 21 February and this may be attributed to washing down the tank.

Each tank will take 7-8 weeks to complete. Whilst working on tank no. 1, tank no. 2 cannot be operated as often due to the proximity and there was a possibility that this would be used during the night. No weekend working would take place.

The works are planned to be complete by the end of the year.

COMPLAINTS

The complaints report was noted.

A residents representative referred to a strong odour on 25 February and Nick Murch would investigate.

Following an email received from a resident, it was noted that the SWW website has a 'Contact us' page for complaints or concerns - <http://www.southwestwater.co.uk/index.cfm?articleid=7466> where a call back can be requested, register concerns online or by letter.

The odour reports received by SWW on a monthly basis were presented and noted.

Reference was also made to extra properties being built in the area and that the strength of the effluent coming into the works would change as a result.

The technical summary of the Wastewater Works Treatment Odour Assessments was presented for September 2015 - August 2016. This collates findings from both the September 2015 and August 2016 odour surveys and summarised the findings. Six recommendations had been specified within the report, five of which were already being actioned.

The summary also referenced monitoring the Local Development Plan, but it was noted that SWW are not a statutory consultee.

Members of the Group requested that the Executive Summary is made available and Nick Murch would check that this can be released.

ANY OTHER BUSINESS

Nigel Thomas-Childs reiterated the need for SWW to update the Odour Management Plan accordingly following the odour survey. There is a need to demonstrate compliance with the Waste Permit which is linked to the sewage treatment works.

Further investigation would take place as to whether ECC were maintaining the pumping station at Reed Walk.

DATE OF NEXT MEETING

The date of the next meeting was arranged for Wednesday 7 June at 2.30pm.

(The meeting commenced at 2.30 pm and closed at 3.23 pm)

Chair

Agenda Item 5

Complaint Date	Odour Date	Address	Details
South West Water Sewage Treatment Works			
Complaints since the last meeting (1 March 2017)			

WK/201609818			
10/03/2017	08/03/2017	Newport Park	Odour Wednesday 8 March, around 17:00 until 19:00.

Case Actions:

Case Comments	<p>Complainant called to speak to Mr Ruddy.</p> <p>He was reporting that he could smell sewerage about teatime yesterday. The smell continued for a couple of hours until 20:00.</p> <p>He was wanting to know whether the work had started on emptying and cleaning one of the tanks at south west labs. He said he had called the office there and they hadn't been too helpful.</p>
Case Comments	<p>Also: Are Bloor homes connected to the sewers yet, or are they still being emptied by tankers?</p> <p>Spoke to complainant. Smell was particularly bad last week. He called proactive team who said they would log complaint. Could it be linked to emptying PST prior to works on scrapers?</p> <p>Advised that, at this weeks' Liaison Group meeting, Nick said PST 1 now empty and scaffolded.</p> <p>Odour was also noticeable Wednesday 8 March, about 17.00 - 19.00.</p> <p>Email to complainant:</p> <p>You were enquiring last week about whether the pumping station at Bloor Homes' Seabrook Orchards site was connected to the sewer yet. Nick Murch (SWW Ops Manager) advises me that this work took place in November last year.</p> <p>Regards</p> <p>Simon Ruddy Principal Environmental Health Officer Exeter City Council</p>

WK/201610029			
20/03/2017	20/03/2017	Newport Park	Smell coming from sewage plant

Case Actions:

Phone call received	Report of strong sewage smell on Friday between the hours of 1pm and 8pm. Weekend was not clear; an odour lingered in the air most of the time. Complainant has said it is usually on a Friday when it happens.
Attachment	Email sent to Mr Ruddy to look into.
E-Mail	
	<p>I have a copy of your email and have been trying to contact somebody at SWW this afternoon to discuss. Nick Murch (Operations Manager) is currently on leave but I've left a message with the Proactive Team to call me back.</p> <p>Regards</p> <p>Simon Ruddy Principal Environmental Health Officer Exeter City Council</p>

WK/201610063			
21/03/2017	21/03/2017	Wear Barton Road	Odour Tuesday 21 March at 11.40. Also noticed fishy smell on Monday 20 March around 10:00. Possibly liming plant cake barn?

WK/201610145			
24/03/2017	24/03/2017	Newport Park	Odour bad Fri 17th march, Monday 20th (PM), Tuesday 21st (PM) & Wednesday 22nd (PM). Calls to works, proactive team & SWW not answered. Nick Murch currently on leave.

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