



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

**Please ask for:** Jo Quinnell  
**Direct Dial:** 01392 265197  
**Email:** jo.quinnell@exeter.gov.uk  
**Our ref:**  
**Your ref:**

**AGENDA FOR**  
**SOUTH WEST WATER LIAISON GROUP**

The **South West Water Liaison Group** will meet on **WEDNESDAY 13 SEPTEMBER 2017**, commencing at **2.30 pm**, 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**.

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## EXETER CITY COUNCIL

### SOUTH WEST WATER LIAISON GROUP

Wednesday 7 June 2017

#### **Present:-**

Councillor Rob Newby (Chair)  
Nick Murch, South West Water  
Kevin Bingham, Residents Representative  
John Orr, Residents Representative  
Nigel Thomas-Childs, Environment Agency  
Simon Ruddy, Exeter City Council  
Illya Pike, Exeter City Council  
Jo Quinnell, Exeter City Council

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#### **APOLOGIES**

Apologies were received from Mary Evans (Residents Representative).

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#### **MINUTES OF THE MEETING HELD ON 1 MARCH 2017**

The minutes of the meeting held on 1 March 2017 were agreed.

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#### **MATTERS ARISING**

##### **Minute No. 5 – Any Other Business (Reed Walk)**

Reference was made to responsibility for the pumping station at Reed Walk. Nick Murch advised that two communications had been sent to the Service Lead Housing Assets at ECC, but no response had been received. The pumping station was not on SWW records, but could meet the criteria to be adopted. Simon Ruddy would chase a response from ECC and Nick Murch would investigate further.

##### **Minute No. 5 – Any Other Business (Odour Management Plan)**

Nigel Thomas-Childs and Nick Murch had met to discuss the Odour Management Plan (OMP) to bring it in line with OMPs across other sites in terms of the wording and how it is presented, which will satisfy the Environment Agency as regulators. The OMP is only for waste functions on site, but it does need to acknowledge the water activities that can affect waste functions.

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#### **OPERATIONAL UPDATE**

Refurbishment of tank no. 1 had been completed eight weeks ago, taking approximately six weeks to complete. This included the installation of sensors. No complaints had been received during the work, although the drain down period was the most likely time to receive complaints. It was anticipated that refurbishment to the second tank would commence within the next month. Texts would be sent by the Proactive Team to advise residents when works were due to start.

A visit had been undertaken by SWW to a site which operated with covered tanks (a planning stipulation), but this had resulted in a number of operational issues as they are unable to observe inside the tanks to identify any problems at an early stage.

A planning application had been submitted by SWW to carry out UV work to the storm tanks. This is a final effluent treatment for spills from storm tanks which will work to protect shellfish.

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### **COMPLAINTS**

The complaints report was noted.

In addition, further complaints had been received during May.

A residents representative referred to strong odours on 17, 20-22 March. Efforts had been made to contact the Proactive Team at SWW, but contact could not be made and no feedback had been received.

Residents representatives also referred to odours in recent evenings. Particularly, 27 May and also in the period 17-19 May. The main SWW switchboard had been contacted in this instance, who had sent an engineer to inspect the pumping station only.

It was confirmed that no one was present on site after 6pm. There are licensed hours for tankers to come onto site, and this did not include evenings. Therefore, there was no obvious cause for the odour.

Nick Much offered to meet the residents representative that Friday evening to tour the site and surrounding area to try to identify the source of odour.

Enquiries would also be made with SecAnim (J L Thomas) as to whether a particular process was being carried out at that time that could have an effect on trade effluent.

In the meantime, residents were asked to keep a log of dates, times and wind direction when odours occur in the evenings. Any actions could not be put in place unless the source is identified.

Nick Murch would investigate issues being experienced with contacting the Proactive Team. It was noted that the main SWW number should be used out of hours, although recognised that they are likely to send an engineer to the nearest SWW asset only.

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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 13 September at 2.30pm at SWW Offices, Countess Wear.

(The meeting commenced at 2.30 pm and closed at 3.26 pm)

Chair

# Agenda Item 5

**Complaint Date**   **Odour Date**   **Address**   **Details**  
**South West Water Sewage Treatment Works**  
**Complaints since 7 June 2017**

**WK/201701671**

**09/06/2017**   **08/06/2017**   **Wear Barton Road**   **Odour noted upon return home from SWW Liaison Group (7/6/16 PM). Wondered whether it could be linked to the chimney with the flame (burning methane?). Can also smell odour now (8/6/17)**

**Case Actions:**

Case Comments      Spoke to Nick Murch but not on site. He asked Jay Harris to call around to complainant's house & take a sniff.

E-Mail      Jay Called; he met with complainant at 13:00; in his garden the deodoriser spray was evident.  
Hello Nick

Thanks for arranging for Jay to take a sniff of the alleged odour complaint yesterday. He says he could smell the deodoriser so we know that's working.

Complainant said he saw a chimney on site with a flame coming out of it. Is this to burn off excess methane? He was wondering if this could be a source of odour, due to its height but I said I doubted it. Thought I'd run it past you, though.

Regards

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

Tel      01392 265790  
Email    simon.ruddy@exeter.gov.uk  
Simon

E-Mail

The "chimney" in question is the waste gas burner, it's there to burn gas that we are unable to use to run our CHP (Combined Heat & Power) generators.

The reason we burn it is to prevent an odour source, if it's burning it could be for a number reasons, including, too much gas being produced, CHP units broken down.

Regards  
Nick

Nick Murch  
WWS Operations Manager East (Treatment & Pumping Stations)

**WK/201701688**

**09/06/2017**   **09/06/2017**   **Wear Barton Road**   **Sewage odour strong at present time. Can smell odour in his conservatory. Trying to dry washing.**

**Case Actions:**

E-Mail      Hello Nick

Complainant's been on the phone to say there is an odour issue at the present time; he can smell it in his house. Asked him to monitor over the weekend.

Regards

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

**Complaint Date**   **Odour Date**   **Address**   **Details**

EX1 1RQ

Tel      01392 265790

Email    simon.ruddy@exeter.gov.uk

**WK/201701732**

**12/06/2017      12/06/2017      Newport Park      Odour from sewerage works.**

**Case Actions:**

Phone call received      The odour started yesterday in Higher/ Lower Wear Road about 5.00pm and then in Newport Park. It then started again from 8.30 - 10.30 am.

Case Comments      SR drove through Newport Park approx. 13:30 on Mon 12 June. Gusty wind; sewage odour apparent in a fairly isolated stretch along Moonridge. Not noticeable anywhere else around Countess Wear (drove along Wear Barton Road, Topsham Road, Glasshouse Lane, Lower Wear Road)

Case Comments      Spoke to Jay Harris (Nick Murch was on leave). He was aware of the complaint as Complanint had telephoned SWW. There had been an issue with the water feed to the deodorising sprayers on the day; now fixed.

**WK/201701831**

**15/06/2017      15/06/2017      Wear Barton Road      Very strong bad-eggs type odour around 10:00. Lasted for about 20 minutes.**

**Case Actions:**

Case Comments      Jay Harris called. Time ties in with tanker discharging. Tanker was from Sidmouth & sometimes has an 'eggy' smell.

**WK/201701854**

**15/06/2017      15/06/2017      Newport Park      Bad smell**

**Case Actions:**

Phone call received      Bad smell this afternoon - had to keep windows and doors closed.

**WK/201701945**

**20/06/2017      20/06/2017      Newport Park      Strong smell**

**Case Actions:**

Phone call received      Very strong smell at various times of the day - in particular after 9.15pm.

Phone call received      Complainant called to say the odour was apparent again this morning (09:00 Thursday 22 June) although not as bad as Sunday (18 June) evening.

Has found the liaison group meeting minutes online; enquiring as to progress of primary settlement tanks refurbishment (PST 1 complete; the others to be refurbished over the course of the year).

She will log any occasions that the odour is particularly noticeable.

NB - SR monitoring Wed 21 June approx.. 15:00. Weather very hot & sunny. No odour apparent - Glasshouse Lane, Lower Wear Road, Wear Barton Road, Newport Road, Topsham Road.

**WK/201702022**

**22/06/2017      22/06/2017      Newport Park      Bad odour**

**Case Actions:**

Phone call received      Very strong smell today between 08.30 - 13.00 now eased off. Last Thursday it went from 9 - 9.  
Phone call received      Hi Simon,

I know you are away but Nick Murch called in regards to investigating SWW complaints. He says there are no major issues to report.

**WK/201702029**

**22/06/2017      22/06/2017      Newport Park      Bad smell**

**Case Actions:**

Complaint Date	Odour Date	Address	Details
Phone call received			The smell has been particularly bad today - this morning up until 11.00 when she left home and since getting home at 3.30.
Phone call received			It was also very bad last Thursday. Hi Simon,
			I know you are away but Nick Murch called in regards to investigating SWW complaints. He says there are no major issues to report.

<b>WK/201702101</b>			
<b>26/06/2017</b>	<b>24/06/2017</b>	<b>Newport Park</b>	<b>Sewage odour Saturday 24th June 12.00 until 19.30; Sunday 25 June all day until 19.30. Could not sit in garden.</b>

**Case Actions:**

<b>WK/201702464</b>			
<b>06/07/2017</b>	<b>06/07/2017</b>	<b>Newport Park</b>	<b>Complaint of smell of sewage the last two nights between 2100-2300</b>

**Case Actions:**

E-Mail Hello Nick

We've had a complaint about sewage odour at Newport Park, Wednesday 5th & Thursday 6th July, 21:00 to 23:00. Anything unusual on site?

Regards

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

Tel 01392 265790  
Email [simon.ruddy@exeter.gov.uk](mailto:simon.ruddy@exeter.gov.uk)  
Simon

E-Mail

I believe that we have been speaking to the complainant about this, I'm not aware of any on site issues.

Regards  
Nick

Nick Murch  
WWS Operations Manager East (Treatment & Pumping Stations)

<b>WK/201702501</b>			
<b>07/07/2017</b>	<b>07/07/2017</b>	<b>Newport Park</b>	<b>Smell from the sewage works</b>

**Case Actions:**

Phone call received Smell has been bad for the last couple days. Today it's been particularly bad. Started around 12noon today and is still bad when reported around 3:30pm. She's not happy that they have to put up with this ongoing issue.

Phone call received Complainant called in regards to the smell from sewage works this morning. It started around 8am and is still ongoing now. Have notified Simon.

EPSU Officer Visit Visited Newport Park. Wind gusty, from SW. No odour detected (although could smell deodoriser on the wind - faintly)

Complaint Date	Odour Date	Address	Details
			Called on complainant but not in. Telephoned - odour had been particularly bad Thursday 6 & Friday 7 July, all day until about 20-21:00. Could not sit outside.
E-Mail			Odour noticeable today (10 July) around 08:00. Hello Nick

We had a complaint about sewage odour from a Newport Park resident - all day (until 2100) Thursday 6th and Friday 7th July plus this morning (10th) from 08:00.

I paid a visit at approx. 10:30 this morning but couldn't smell anything except maybe a hint of deodoriser.

Regards

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

Tel 01392 265790  
Email [simon.ruddy@exeter.gov.uk](mailto:simon.ruddy@exeter.gov.uk)  
Thanks Simon

I walked around the site myself this morning and didn't notice any real odours.

Regards  
Nick

Nick Murch  
WWS Operations Manager East (Treatment & Pumping Stations)

<b>WK/201702656</b>			
<b>17/07/2017</b>	<b>17/07/2017</b>	<b>Wear Barton Road</b>	<b>Complaint regarding smell of sewerage from SW Water treatment works</b>

**Case Actions:**

E-Mail

Dear sir/madam

I am emailing to complain of the disgusting stench in this area tonight which is seeping into my home and has been more prevalent since the warmer months. I live in Wear Barton Rd and have complained over the years to environmental health. There used to be a link on your website which I could directly respond too.

I couldn't find that link so have emailed your office directly. I hope this will reach the appropriate department.

I would just like it noted that again it is a hindrance. Sitting in my home with windows closed I can smell the stench of raw sewage, it is really unacceptable.

I have avoided going outside for that reason as it makes one feel rather sick.

I do believe it is massively due to all the homes being built in the area and the water treatment works not being able to cope with it all.

I have had someone from your office visit me before and I would like to see someone again on this matter as they were totally on the case of making South West water and persimmon homes accountable at the time. It really made a difference and the stench has been so much less since your involvement.

I look forward to your response and hopefully your help.



**Complaint Date   Odour Date   Address   Details**

From: Ruddy, Simon [mailto:simon.ruddy@exeter.gcsx.gov.uk]  
Sent: 21 July 2017 15:00  
To: Murch, Nick  
Subject: Sewage odour complaint

Hello Nick

I've had an email from a resident of Wear Barton Road (the Glasshouse Lane end) complaining of sewage odour on Saturday 15 July (email was sent 01.49). Any issues/comments?

Regards

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

Tel        01392 265790  
Email     simon.ruddy@exeter.gov.uk

E-Mail        Nothing on Saturday that I'm aware of I'm afraid.

Nick Murch  
WWS Operations Manager East (Treatment & Pumping Stations)

E-Mail        Dear

Thank you for your email. I've spoken to the Operations Manager at the works but he reports no unusual activity at the time of your complaint. At present there's an ongoing programme to refurbish the site's four primary settlement tanks as, in the past, equipment breakdown here has given rise to odour issues.

I continue to meet with SWW, the local Councillor, Environment Agency (under whose permit the waste operations part of the site operates) and residents' representatives on a quarterly basis to discuss complaints and works to the site; minutes of these meetings are available on our website here: <http://committees.exeter.gov.uk/ieListMeetings.aspx?CID=173&Year=0>. Capacity of the site has been discussed at these meetings, SWW assuring us that the works is able to cope with the extra demands placed on it from proposed housing developments around the city.

It is very useful for us to keep a log of any odour issues; you can report them directly to us during office hours on 01392 265147 or email [environmental.health@exeter.gov.uk](mailto:environmental.health@exeter.gov.uk) at any time.

If you would like to discuss any of these matters further, please feel free to call me on the number below.

Regards

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

Tel        01392 265790  
Email     simon.ruddy@exeter.gov.uk

E-Mail        Thank you for your response.

I've been keeping track of the smells and times since last week I emailed you and I will continue and now report it straight to the phone number you have provided.

Complaint Date	Odour Date	Address	Details
Case Comments			Monitoring approx.. 20:00, Sunday 23 July. No odour detected Glasshouse Lane, Wear Barton Road, Newport Road, Topsham Road, Newport Park, Higher Wear Road, Lakeside Avenue, Lower Wear Road.
<b>WK/201703871</b>			
<b>31/08/2017</b>	<b>31/08/2017</b>	<b>Newport Park</b>	<b>Smell from Sewerage works last night and today</b>

**Case Actions:**

E-Mail Nick,

We have had a complaint about odour last night and today. The complainant lives at Newport Park.

Please could you let me know whether there are any operational problems at the site which might have contributed to the odour described?

Thank you,

Alex Bulleid (Mrs)

EPSU Officer Visit Visited Newport Park, could not smell anything while there. NW wind so difficult to check downwind as in the car.

E-Mail From: Murch, Nick [mailto:nmurch@southwestwater.co.uk]  
Sent: 04 September 2017 08:00  
To: Bulleid, Alex <alex.bulleid@exeter.gov.uk>  
Subject: RE: complaint

Apologies Alex but I had left the office by the time your email arrived on Thursday.

I have just been in touch with the works and I'm afraid they are unaware of any out of the ordinary issues on Wednesday night or during the day Thursday.

Regards  
Nick

Nick Murch  
WWS Operations Manager East (Treatment & Pumping Stations)