



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 **WEDNESDAY 27 MARCH 2019**, commencing at **1.00 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

Tuesday 11 September 2018

#### **Present:-**

Councillor Rob Newby (Chair)  
Councillor Philip Bialyk  
Councillor Kate Hannan

Simon Ruddy, Principal Environmental Health Officer  
Stephanie Jones, South West Water  
Nigel Thomas-Childs, Environment Agency  
Eleanor Chiverton, Environment Agency  
Kevin Bingham, Residents Representative  
John Orr, Residents Representative  
Jo Quinnell, Democratic Services

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#### **APOLOGIES**

Apologies were received from Councillor Wardle.

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#### **MINUTES OF THE MEETING HELD ON 10 MAY 2018**

The minutes of the meeting held on 10 May 2018 were agreed.

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#### **MATTERS ARISING**

It was noted that Peter Turney had been appointed as the Countess Wear Site Manager from 1 July. Stephanie Jones was now the Waste Water Services Operations Manager, Waste Water Recovery and Treatment (East).

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#### **OPERATIONAL UPDATE**

Stephanie Jones reported that a service maintenance contract was now in place for the new scrapers that had recently been installed.

The UV system for the storm discharge had been installed but was not yet operational, and an update would be provided as soon as this is in place.

Consultation work had taken place with the Forestry Commission with regards to planting a new tree line around the perimeter of the site. The trees which had originally been planted were not native and did not provide the anticipated cover. Although trees may assist with lifting any potential odour and noise, this is being carried out as part of SWW's biodiversity target. A plan on the proposals and species of trees will be brought to the next meeting for information.

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#### **COMPLAINTS**

Eight complaints had been received since the last meeting.

A complaint of a strong odour had recently been received from Newcourt Road, but its origin was unknown as this was a distance from the SWW site and no other complaints had been received.

Reference was made to the Bloor Homes development at Seabrook and recent issues experienced with the private pumping station. The pumps had been blocked with rag with some of the flow entering the river. The Environment Agency had been involved. It was queried whether some odour complaints could be linked to this.

A residents representative reported that although May, June and July had been free of odours, a number of strong odours starting from 10 August had been present, particularly on 22, 24 and 25 August and the past weekend. Phone calls to SWW had proved frustrating in terms of a lack of response. Stephanie Jones advised on the governance around tankers coming into the site and that she would be able to check dates and times on site from 10 August to try to identify any issues. No work was taking place outside of normal activities. She would investigate further according to the timelines given and liaise with the Principal Environmental Health Officer. In addition, discussions would be held with SWW's Customer Service Team to clarify the process for any complaints of odours being reported. An officer is dispatched to the area if any reports are received through Environmental Health to verify the odour and report to SWW.

It was suggested that residents representatives are provided with a log sheet to record any incidents to enable SWW to assess the data during those times including activities, wind direction etc. This does not preclude residents from phoning in to SWW or Environmental Health to report complaints if odours are ongoing. The log sheets could be collected weekly if odours were particularly strong or frequent, but would be gauged once the process had developed as to how often these are gathered. The log sheets could also be sent to any other complainants if they wished to participate.

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## **ANY OTHER BUSINESS**

### **Odour Management Plan (OMP)**

Nigel Thomas-Childs expressed disappointment in the lack of progress on the OMP. The OMP was a requirement of the waste permit and is only for waste functions on site, and not the sewage treatment part of the works. It had previously been agreed that the OMP would be completed in time to sign off for this meeting, but had yet to be made available. Some of the content from the Hayle OMP would be used for the Countess Wear OMP as they had similar issues. It would also make the documents more consistent.

Stephanie Jones reported that she had chased the progress on this and that a draft for view and comment would be available within the next 14 days.

The Plan includes areas identified for improvement, actions taken, lessons learnt. It was suggested whether the log sheets being trialled mentioned earlier in the meeting could be included. Stephanie suggested that it may be referenced as a footnote, but would prefer not to include in the plan until it was agreed as a long term process.

### **Reed Walk**

A residents representative referred to a previous meeting where it had been advised that contact details had been attached to the cabinet of the Reed Walk pumping

station in the event of any issues. On visiting the site, it was observed that no contact number was present, and the Principal Environmental Health Officer would report this to the Housing Lead - Tenancy Services. This was a private pumping station which SWW had not adopted.

SWW had delivered the Love Your Loo leaflets to properties in Reed Walk to encourage residents to only flush appropriate items, therefore assisting in preventing blockages.

Developers would liaise with SWW's Development Services in regard to any future housing developments that require SWW to adopt the sewers.

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#### **DATE OF NEXT MEETING**

The date of the next meeting would be arranged for January 2019, to be confirmed.

(The meeting commenced at 11.30 am and closed at 12.10 pm)

Chair

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Complaint Date	Odour Date	Address	Details
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<b>WK/201804863</b>			
20/09/2018	15/09/2018	Wear Barton Road	Odour on Saturday 15 September, 11:45 - 13:45 and 17:00 - 18:00.

**Case Actions:**

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E-Mail

Email from Steph Jones - issue with sludge processing equipment on Saturday; all fixed now.

Simon

I can confirm that we had operational breakdowns on the sludge processing plant on 15th September, this has the potential to be the cause of the increased odours generated from site.

All is resolved now and we are working hard to ensure the same doesn't happen again.

Regards

Steph

Stephanie Jones  
WWS Operations Manager Waste Water Recovery & Treatment East

Countess Wear WWTW  
[www.southwestwater.co.uk](http://www.southwestwater.co.uk)

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<b>WK/201807293</b>			
18/12/2018	16/12/2018	Wear Barton Road	Fishy odour on Sunday 16 December, 18.30 to 20:00. From liming plant?

**Case Actions:**

E-Mail

Hi Steph

I've received a complaint from a resident on Wear Barton Road about a 'fishy' odour from the works on Sunday 16 December, 18:30 to 20:00. Complainant says that it definitely wasn't the usual sewage odour and wonders if it was coming from the sludge liming plant. Not sure if there would be any work going on at that time on a Sunday evening, though; any thoughts?

Regards

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



E-Mail	Email from Steph Jones, SWW. Thinks odour linked to flaring off of bio gas on Sunday.		
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Hi Steph

That would make sense; I'll let the complainant know. Thanks for looking into this.

Regards

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

From: Jones, Stephanie  
Sent: 18 December 2018 11:53  
To: Simon Ruddy  
Subject: RE: Odour complaint; Countess Wear WWTW

Simon

I think this may be linked to the flaring of bio gas from the digesters. Our CHP engines were down from early Sunday morning until Morning. During this period the gas is burnt off via a flare stack but it does have a very distinctive smell.

Nothing else was happening onsite that could have caused this.

Regards

Steph

Stephanie Jones  
WWS Operations Manager Waste Water Recovery & Treatment East

Countess Wear WWTW  
[www.southwestwater.co.uk](http://www.southwestwater.co.uk)

E-Mail

I spoke to Steph Jones, SWW's Ops Manager, about Sunday's fishy smell. She says that SWW was burning off bio gas (from the sludge digesters) on that day. Normally the gas would be burned in a combined heat & power engine to produce electricity for the works but on this occasion the engines weren't working so the gas had to be burnt off in a flare - Steph says that this has a very distinctive smell!

Regards

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

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WK/201807487

Complaint Date	Odour Date	Address	Details
03/01/2019	21/12/2018	Newport Park	Odour between December 21-23; December 29, midday (severe); 31 December (all morning until midday). Steph Jones says there's an issue with a primary tank (wire rope fraying); site manager has contacted complainant.
<b>Case Actions:</b>			

E-Mail      Thanks for letting me know Steph. What's the issue with the primary tank?

Regards

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

From: Jones, Stephanie  
Sent: 02 January 2019 12:50  
To: Simon Ruddy  
Subject: RE: Odour Complaints - Countess Wear WWTW

Simon

The Countess Wear manager has been in direct contact with ... about these complaints. We have operational issues on one of the primary tanks that will be resulting in these smells. We are working hard to resolve and have agreed to update ... direct.

Regards

Steph

Stephanie Jones  
WWS Operations Manager Waste Water Recovery & Treatment East  
Countess Wear WWTW  
[www.southwestwater.co.uk](http://www.southwestwater.co.uk)

From: Simon Ruddy  
Sent: 02 January 2019 12:04  
To: Jones, Stephanie  
Subject: Odour Complaints - Countess Wear WWTW

Hello Steph

I've had a resident of Newport Park contact me to say that he was troubled by sewage odours over the Christmas period:

21-23rd December 'pretty bad'  
29th December, midday 'severe'  
31st December, bad all morning until midday

Council offices were closed over Christmas so I've just picked up this today from my voicemail. Could you let me know whether there were any issues on site over the Christmas period?

Regards

Complaint Date	Odour Date	Address	Details
		Simon Ruddy Principal Environmental Health Officer Exeter City Council Civic Centre Paris Street Exeter EX1 1RQ	
E-Mail		Simon	<p>One of the wire ropes for the PST scraper was starting to fray, we therefore decided to limit operation to prevent a catastrophic failure.</p> <p>Regards</p> <p>Steph</p> <p>Stephanie Jones WWS Operations Manager Waste Water Recovery &amp; Treatment East Countess Wear WWTW www.southwestwater.co.uk</p>
<b>WK/201807771</b>			
<b>17/01/2019</b>	<b>15/01/2019</b>	<b>Newport Road</b>	<b>Odour on Tuesday 15 January all day. Also noticed brown/frothy pollution of river around sewage outfall and adjacent to Newport park.</b>

**Case Actions:**

Complaint Date	Odour Date	Address	Details
Case Comments			<p>Telephone call with complainant. Has photos of pollution which he will email to me. Advised that I would pass on to EA, who deal with such matters.</p> <p>Complainant telephoned SWW about matter; the following day (Wednesday 16th Jan) SWW visited; complainant showed him sewage outfall but there was no scum/froth. SWW said there were no problems at works and would check Ferry Road Pumping Station.</p> <p>Advised complainant that EA sets strict limits for quality of discharge from treatment works.</p>
E-Mail			<p>Hello Steph</p> <p>I've received odour complaints from residents of Wear Barton Road (eastern end, with roundabout) and Newport Road (close to the former). Tuesday 15th January, morning onwards. Are you still carrying out scraper maintenance or could these be due to another matter?</p> <p>The Newport Road complainant has had contact with SWW as he was concerned about brown foam on the Exe around the outfall from the works on the same day. He claims this foam was apparent downstream as far as Newport Park. He has photos which he's going to send.</p> <p>Apparently SWW visited on Wednesday 16th January but there was no foam to be seen at the time and SWW confirmed no issues at the works at the time.</p> <p>Regards</p> <p>Simon Ruddy Principal Environmental Health Officer Exeter City Council Civic Centre Paris Street Exeter EX1 1RQ</p>
E-Mail			<p>Simon</p> <p>I can confirm that we have ongoing process issues onsite at present. The repair we carried out on the PST scraper has failed again, this has meant holding additional sludge in this tank for longer than we ideally would want, generating additional odours.</p> <p>The plan is to drain the tank this week and rectify the issue by Friday. To reduce the likelihood of further odours while this tank is drained we have shut Countess Wear to all interworks &amp; commercial sludge.</p> <p>A polygon has been placed on our SWW system to advise any customers that we have issues onsite but are working to resolve this.</p> <p>Regards</p> <p>Steph</p> <p>Stephanie Jones WWS Operations Manager Waste Water Recovery &amp; Treatment East Countess Wear WWTW www.southwestwater.co.uk</p>
WK/201807794	18/01/2019	15/01/2019	Wear Barton Road
			Odour 10:00 on Tuesday 15th January and Wednesday 16th January, 11.30 onwards.

Case Actions:

E-Mail

Email to and response from Steph Jones:

Simon

I will investigate and come back to you.

Regards

Steph

Stephanie Jones  
WWS Operations Manager Waste Water Recovery & Treatment East  
Countess Wear WWTW  
[www.southwestwater.co.uk](http://www.southwestwater.co.uk)

From: Simon Ruddy  
Sent: 17 January 2019 13:52  
To: Jones, Stephanie  
Cc: Thomas-Childs, Nigel  
Subject: Sewage odour - Tuesday 15th January

Hello Steph

I've received odour complaints from residents of Wear Barton Road (eastern end, with roundabout) and Newport Road (close to the former). Tuesday 15th January, morning onwards. Are you still carrying out scraper maintenance or could these be due to another matter?

The Newport Road complainant has had contact with SWW as he was concerned about brown foam on the Exe around the outfall from the works on the same day. He claims this foam was apparent downstream as far as Newport Park. He has photos which he's going to send.

Apparently SWW visited on Wednesday 16th January but there was no foam to be seen at the time and SWW confirmed no issues at the works at the time.

Regards

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

Complaint Date	Odour Date	Address	Details
E-Mail		Simon	<p>I can confirm that we have ongoing process issues onsite at present. The repair we carried out on the PST scraper has failed again, this has meant holding additional sludge in this tank for longer than we ideally would want, generating additional odours.</p> <p>The plan is to drain the tank this week and rectify the issue by Friday. To reduce the likelihood of further odours while this tank is drained we have shut Countess Wear to all interworks &amp; commercial sludge.</p> <p>A polygon has been placed on our SWW system to advise any customers that we have issues onsite but are working to resolve this.</p> <p>Regards</p> <p>Steph</p> <p>Stephanie Jones WWS Operations Manager Waste Water Recovery &amp; Treatment East Countess Wear WWTW www.southwestwater.co.uk</p>

E-Mail	Hello ...	<p>I've spoken to Steph Jones (Waste Water Services Ops Manager) who confirms that SWW has a problem with a primary tank scraper, leading to sludge being held in that tank for longer than normal. Steph says that SWW plan to drain the tank and rectify the issue by Friday.</p> <p>Regards</p> <p>Simon Ruddy Principal Environmental Health Officer Exeter City Council Civic Centre Paris Street Exeter EX1 1RQ</p>
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WK/201807821		Complaint regarding smell from water treatment works at 14:45 21/01/2019. Weather cloudy, low wind. Complainant situated at work in Glasshouse Lane
21/01/2019	21/01/2019	
Case Actions:		
Case Comments	Telephoned complainant - odour detected at Glasshouse Lane shops this afternoon (21 January). Advised that PST scraper requires repair - SWW state this should be complete by Friday.	

Complaint Date	Odour Date	Address	Details
<b>WK/201807850</b>			
22/01/2019	21/01/2019	Newport Park	Odour noted 11:25 on Monday 21 January. Reported to Environment Agency who have responded to advise that maintenance to PST scaper is being undertaken.
<b>Case Actions:</b>			
Attachment	Email from Nigel Thomas-Childs at EA. Has responded to complainant to advise of work to PST this week.		