

**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:			

Complaint Date	Odour Date	Address	Details
Phone call received			Call received regarding ongoing smell from sewage works. She explained it started about 6:30pm last night and is ongoing since.

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.
---------------	--	--	--