

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.

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

Case Actions:

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

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
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)

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

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
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Exeter
EX1 1RQ

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

E-Mail

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)

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

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 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
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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.
WK/201703871			
31/08/2017	31/08/2017	Newport Park	Smell from Sewerage works last night and today

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)