

| Complaint Date   | Odour Date | Address | Details |
|--|------------|---------|---------|
| <b>South West Water Sewage Treatment Works<br/>Complaints since the last meeting</b> |            |         |         |

|                     |                   |                        |                          |
|---------------------|-------------------|------------------------|--------------------------|
| <b>WK/201802526</b> |                   |                        |                          |
| <b>10/07/2018</b>   | <b>10/07/2018</b> | <b>Lakeside Avenue</b> | <b>Smell of sewerage</b> |

**Case Actions:**

|                 |  |
|-----------------|--|
| Phone call made | Phone call to complainant. Noticed sewage odour 19.00 until 21.00 on Monday 9 July. Her friend lives in Mount Wear Square and had also noticed it. |
|-----------------|--|

|                 |   |
|-----------------|---|
| Phone call made | Advised will call works & find out if any issues. |
| Attachment      | Voicemail for Ian Ward (SWW) to call me.          |
| E-Mail          | Form attached.<br>Simon                           |

|  |  |
|--|--|
|  | Ref your call yesterday I have both the works team and our network colleagues investigating any possible issues. |
|--|--|

Thanks Ian

Regards  
Ian Ward

|        |  |
|--------|--|
| E-Mail | Simon - apologies for the tardy reply but on investigation neither the works or the networks in the area show or have shown any issues . |
|--------|--|

Thanks Ian

Regards  
Ian Ward

|                     |                   |                          |                       |
|---------------------|-------------------|--------------------------|-----------------------|
| <b>WK/201802533</b> |                   |                          |                       |
| <b>10/07/2018</b>   | <b>10/07/2018</b> | <b>Mount Wear Square</b> | <b>Sewerage odour</b> |

**Case Actions:**

|                 |   |
|-----------------|---|
| Phone call made | Voicemail message left for complainant to contact me. |
| Phone call made | Voicemail for Ian Ward (SWW) to call me.              |
| Attachment      | Form attached   |
| E-Mail          | Simon   |

|  |  |
|--|--|
|  | Ref your call yesterday I have both the works team and our network colleagues investigating any possible issues. |
|--|--|

Thanks Ian

Regards  
Ian Ward

|        |  |
|--------|--|
| E-Mail | Simon - apologies for the tardy reply but on investigation neither the works or the networks in the area show or have shown any issues . |
|--------|--|

Thanks Ian

Regards  
Ian Ward

| Complaint Date             | Odour Date | Address         | Details   |
|----------------------------|------------|-----------------|---|
| WK/201802874<br>18/07/2018 | 17/07/2018 | Lakeside Avenue | Bad odour in Lakeside Avenue. Monday 16th July 21.00 until 21.45.<br>Bad egg smell. |

**Case Actions:**

E-Mail Reporting vile air pollution the smell of sewerage is very bad 22.20 onwards today 16.7.18  
Case Comments Spoke to complainant. Bad egg odour 21.00 until 21.45.

Discussed the lack of rain and concentration of sewage; could odour be from sewer? No other complaints in immediate area (e.g. Wear Barton Road, which is closer to works).

AMD checked wind direction - NW, light (in wrong direction, but light).

Case Comments Morning Simon,

It would be useful to know where they think the odours are coming from and where they smelt them. Are they in the air, coming from a manhole cover, were they sitting in their back garden, walking down the road? Which end of lakeside Avenue do they live etc.  
Any more info you could provide would be much appreciated and make investigating this a lot easier.  
Thanks.  
Ben Harman  
Customer Service & Networks Assistant Manager

From: Simon Ruddy  
Sent: 18 July 2018 16:42  
To: Ward, Ian  
Subject: Sewage odour

Hello Ian

Just to let you know that a resident of Lakeside Avenue was complaining of sewage odours on Monday 16th July, 21:00 until 21:45. Claimed the smell to be rotten egg-like. I did say that we'd had no other complaints & we had a conversation about how a lack of rain could be making the sewers themselves quite odorous. Assume nothing untoward was happening on site at that time?

Regards

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

Case Comments Simon,

We've been and had another look at the sewer network around this area since your last e mail. There aren't any blockages, odours or issues on the sewers in this area but I can imagine that at times the hot weather and lack of rain we are currently experiencing may mean that some of the main sewers are running a lot slower than usual, and haven't been washed through due to the prolonged dry period. There isn't much we can do about this, a little rain would be beneficial as it would wash the network through, but we don't want too much.

Any further issues please let us know and we'll investigate as soon as possible.

Thanks very much.

Ben Harman  
Customer Service & Networks Assistant Manager

| Complaint Date             | Odour Date | Address          | Details  |
|----------------------------|------------|------------------|--|
| WK/201803266<br>31/07/2018 | 26/07/2018 | Wear Barton Road | Complaint of odour from 6pm to 9pm on 26th, reported to Env Health on 30th |

**Case Actions:**

Case Comments received Voicemail left for complainant to call me if he wants to discuss further; though advised no other complaints received at this time.

E-Mail  
 From: Ward, Ian  
 Sent: 02 August 2018 09:44  
 To: Simon Ruddy; Harman, Benedict; Katy Sexton;  
 Subject: RE: Sewage Odour

Katy  
 No issues from site on the date plus no contacts into SWW, any other issues then please don't hesitate to contact us.

Thanks Ian

Regards  
 Ian Ward

From: Simon Ruddy  
 Sent: 01 August 2018 16:44  
 To: Ward, Ian; Harman, Benedict  
 Cc: Katy Sexton  
 Subject: Sewage Odour

Hello

Just for information - complaint received about sewage odour on Thursday 26th July, Wear Barton Road (Eastern end) 18.00 - 21.00. I've left the complainant a voicemail for further details but no response at this point. No other complaints around that time.

Regards

Simon Ruddy

Phone call received Call from complainant - he said that the odour this am and now is very bad. Asked to speak to SR but not in so he just left a message

E-Mail  
 From: Katy Sexton  
 Sent: 08 August 2018 11:09  
 To: Ward, Ian; Harman, Benedict;  
 Cc: Simon Ruddy  
 Subject: RE: Sewage Odour

Hi Ian

Just received a call from a resident in Wear Barton Road (Eastern end) that there is currently a very bad odour in the area right now and has been all morning. Any issues on site today?

Simon is back in today but is in a meeting.

Regards

Katy Sexton

Environmental Health Officer (Commercial)

**Complaint Date   Odour Date   Address   Details**

E-Mail  
From: Ward, Ian  
Sent: 08 August 2018 11:19  
To: Katy Sexton; Harman, Benedict  
Cc: Simon Ruddy  
Subject: RE: Sewage Odour

Katy

Nothing untoward on site at STW. Have asked our network colleagues to attend area and feed back

Thanks Ian

Regards  
Ian Ward

**WK/201803565**

|                   |                   |                         |  |
|-------------------|-------------------|-------------------------|--|
| <b>08/08/2018</b> | <b>08/08/2018</b> | <b>Wear Barton Road</b> | <b>Strong sewage odour at 11:00; can't say for how long it lasted as went out</b><br><b>Strong smell of sewage also detected Monday 6 August 21:00 &amp; Tuesday 7 August 17:20 - both events lasted 10 minutes.</b> |
|-------------------|-------------------|-------------------------|--|

**Case Actions:**

E-Mail                      Ian, Ben

I had a wander around the eastern end of Wear Barton Road today at 13:30; stood at the end of the short road which leads past the garages towards Sheep Field. Wind SW, gusty (i.e. blowing from the works to my location). I could smell an intermittent sewage odour on the wind but nothing very strong.

I spoke to the complainant who said that the odour was strong at around 11.00 this morning; he went out after this so couldn't say for how long. He also claimed to have observed a strong odour for 5-10 minutes on Monday 6 August, 21:00 and Tuesday 7 August, 17.20 - came into his conservatory as doors were open. He wondered whether there might have been a delivery at either of those times due to the short-lived nature of the odour (not likely at 21:00, though?)

Regards

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

From: Ward, Ian  
Sent: 08 August 2018 11:19  
To: Katy Sexton; Harman, Benedict  
Cc: Simon Ruddy  
Subject: RE: Sewage Odour

Katy

Nothing untoward on site at STW. Have asked our network colleagues to attend area and feed back

Thanks Ian

Regards  
Ian Ward

**Case Comments**

SR monitoring from garages adjacent to complainant's house at 13:30 on Wednesday 8 August. Wind gusty, from SW. Intermittent sewage odour on wind; not particularly strong.

| Complaint Date | Odour Date | Address | Details  |
|----------------|------------|---------|--|
| E-Mail         |            | Simon   |  |
|                |            |         | The feedback from the network is all fine and running, from site nothing conclusive for the times mentioned below. As always we are on a back foot when retrospectively looking for issues and as we do not get the contacts we have to assume our neighbours are not experiencing any issues. |

|                     |                   |                     |   |
|---------------------|-------------------|---------------------|---|
| <b>WK/201803948</b> |                   |                     |   |
| <b>21/08/2018</b>   | <b>10/08/2018</b> | <b>Newport Park</b> | <b>Odour from works from Friday 10th August onwards. Occurring most days until 18:00. Today (Tuesday 21 August); no odour. Has called SWW but told no issue at works.</b> |

**Case Actions:**