

**South West Water Sewage Treatment Works
Complaints since 11 September 2018**

Complaint Date	Odour Date	Address	Details
WK/201804863			
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:

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

WK/201807293			
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:

Complaint Date	Odour Date	Address	Details
E-Mail		Hi Steph	<p>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?</p> <p>Regards</p> <p>Simon Ruddy Principal Environmental Health Officer Exeter City Council Civic Centre Paris Street Exeter EX1 1RQ</p>

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

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

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.
Case Actions:			

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

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 & Treatment East Countess Wear WWTW www.southwestwater.co.uk</p>
WK/201807771 17/01/2019	15/01/2019	Newport Road	Odour on Tuesday 15 January all day. Also noticed brown/frothy pollution of river around sewage outfall and adjacent to Newport park.

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 & 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 & 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

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
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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 & 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 & 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
WK/201807850			
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.
Case Actions:			
Attachment	Email from Nigel Thomas-Childs at EA. Has responded to complainant to advise of work to PST this week.		