

## **Interim update ahead of Odour Liaison Group Meeting Thursday 18<sup>th</sup> October 2018**

I am pleased to provide you with an interim update ahead of the next Odour Liaison Group (OLG) meeting which is to be held at Hayle Waste Water Treatment Works on Thursday 18<sup>th</sup> October 2018 at 10:00 am.

### **Waste material stored on the Start Pad**

As discussed within our previous meetings, waste stored on the Start Pad had been identified as a source of odour and as such South West Water (SWW) has suspended the tipping of tankers within this area. This reduces the need to deposit material onto the pad. As you are aware we have tried alternatives to this process however this has proved to be unsuccessful to date. As such the suspension of tankers remains in place and SWW continue to investigate the best option for this practice moving forward. In addition to waste material from tankers, however, SWW is required to tip small amounts of screenings directly onto the pad. For example, this includes quantities of material such as fat which we are not able to pass through the inlet works. In order to tackle this there is now a covered skip on the Start pad. This situation is being carefully monitored and SWW can confirm that waste material is being removed at a minimum, on a weekly basis. As discussed in previous meetings SWW are working to further improve this situation and will be able to provide a further update at our next meeting.

### **Flood prevention at the Start Pad**

I am pleased to confirm that this has now been resolved with the construction of a temporary bunding wall which will prevent flood water from reaching the working area of the pad. Further interventions may be required when we resolve the tipping of tankers challenge and the future use of Start Pad.

### **Installation of a new Sludge Storage Tank**

As previously discussed SWW are pleased to confirm that the sludge Storage tank was completed back in February this year. As this was identified as the most prominent source of odour SWW were pleased to have completed this work ahead of the summer season.

### **Digester and Combined Heat and Power (CHP) Plant**

It had previously been identified that the roof of the CHP plant had corroded and as such was no longer sealed. I am pleased to confirm that this work was completed earlier this year.

### **An independent overview of the site and areas of potential odour release**

SWW can confirm that we remain in conversation with the Environment Agency over all areas of the site and we shall provide a further update during the OLG meeting.

### **Camouflaged Screening following the felling of trees which were in a dangerous state**

SWW are pleased to confirm that following a period of consultation with residents and our contractors SWW have now agreed a final solution to provide a visual screen of the site from

residents of Cledma bank. SWW can confirm that funding has now been approved for these works and we are working with our contractors so that this work commences as soon as possible. We will provide further updates in relation to this at the next OLG meeting.

### **Text system**

As discussed within my e-mail to the group Friday 20<sup>th</sup> July 2018, the text system has now been rolled out to selected properties within a 1km radius of Hayle STW and this commenced on Monday 23<sup>rd</sup> July 2018. As discussed within the letter to residents which was attached to this e-mail this service will run for a three month period from the commencement date as so will finish on Tuesday 23<sup>rd</sup> of October. The next OLG meeting will give us an opportunity to review the data that has been collected during this period.

### **Weather conditions and events throughout the summer period**

As I'm sure you are all very aware we have been lucky to have experienced the warmest and driest summer on record since 1976. Unfortunately from a waste Water treatment process this brings its own challenges.

SWW recognise that there has been an uplift in complaints particularly throughout July and August and can confirm that we have investigated each of these reports. Throughout this time SWW have maintained close contact with the EA and have closely monitored the odour performance of the site. In addition to this SWW are pleased to confirm that Pete Kelland has returned to work on a phased return and in due course this will allow for an increased presence on the site in order to closely monitor its performance.

In addition to this and as advised within my e-mail dated 09<sup>th</sup> August, the annual 'Board Masters' festival took place between 08<sup>th</sup> and-12<sup>th</sup> August. During this period South West Water were required to receive an increase in tankered waste into Hayle Sewage treatment Works. All efforts were made to keep odours to a minimum throughout this time and SWW were pleased that this practice did not contribute to any increased odours over this period.

I hope that you have found this update of benefit and I look forward to meeting with you again at the next OLG meeting. Please do not hesitate to contact me on 01392 443 750 should you have any further queries before the next meeting.

Yours sincerely

**Robert Waddle** Resolution Manager

D: 01392 44 (3750)

South West Water, Peninsula House, Rydon Lane, Exeter, EX2 7HR