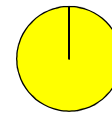


Meeting Action Log



Performance against actions

<b>Area/Project:</b>	<b>Nigg WwTW Liaison Group</b>	<b>Colour</b>	<b>Status</b>	<b>Count</b>
<b>Meetings:</b>	Meeting #1	Red	Due	0
		Yellow	Open	4
		Green	Done	0
<b>Attendees:</b>	Maureen Watt (Chair), I Wright, D Fryer, B Lyon, A Spence, J West (all TCC), Prof Jackson, H Stevenson (ACC), C Carr, R MacGregor (both SW), J Smith (SEPA), S Frankl, E Cameron (both KWSG)	<b>Date Minuted:</b>	16-Jan-17	
<b>Date of Meeting</b>	19/12/2016			

Ref	Issue	Action	Resp.	Due	Status	Comment
<b>Actions From Previous Meeting</b>						
<b>Actions From This Meeting</b>						
1	Complaints	Since Oct '16, ACC have taken the lead role in assessing the odour complaints received by SEPA. To date of meeting, 19 odour complaints received, 4 of which could have been linked to Nigg WwTW (wind direction and site activity). 3 odour complaints were substantiated by ACC but not associated with Nigg (includes a SW network issue since resolved).	Note	-	-	
2	Complaints	HS confirmed the ACC response time of 5 working days for complaints to be investigated. However, best endeavours are always applied and all complaints received within December 2016 were responded to within half an hour. Clearly this depends on ACC staff availability and other high priority issues.	Note	-	-	
3	Complaints	For the benefit of some attendees who have not visited the WwTW, CC confirmed that all parts of the treatment processes are covered and within buildings. It is acknowledged that SW and Kelda need to build trust within the community that all efforts are being made to minimise odours. Scottish Water will continue to provide updates via email and social media where possible.	RMacG	Ongoing	Open	
4	Operational Update	SF presented an update on key activities undertaken during 2016. Successful major activities include completion of complete replacement of an additional sludge settlement "Lamella". Intrusive maintenance tasks which used to be high odour risk are now managed in a more structured and planned manner (e.g. within the sludge treatment centre). As a lookahead to the festive period, SF confirmed that there would be reduced activity.	Note	-	-	
5	Operational Update	The Kelda Asset Improvement plan was summarised and demonstrates a commitment to continue investing in the plant. Activities into 2017-18 will include all parts of the WwTW - where maintenance opportunities offer a chance to improve performance or efficiency then these will be taken. Kelda will update at future meetings.	SF	Ongoing	Open	
6	Operational Update	Kelda will be installing a new weather station in order to improve maintenance planning and provide better quality feedback in the event of odour complaint (removing the reliance on the Dyce Met Station).	Note	-	-	
7	Operational Update	As part of the strive for continual improvement, SW will co-ordinate exchange visits between Kelda and UFI (and other odour sensitive operators) to ensure that common issues are understood and that experience can be shared.	CC	31-Mar-17	Open	
8	Community Issues	DF indicated that the community are still not complaining and that this was raised at the October 2016 TCC meeting. HS reaffirmed that ACC will listen and respond to complaints.	Note	-	-	
9	Community Issues	RJ asked if the WwTW is compliant - in agreement with JS, CC briefly presented a summary of regulatory final effluent results showing "green" compliance.	Note	-	-	
10	AOB	3rd Party tanker imports - no change to previous position.	Note	-	-	
11	AOB	SEPA investigation - no change to previous position, update in due course.	Note	-	-	
12	Next Meeting	Next meetings in March and June 2017. Dates for meetings to be advised. A site visit will be on offer in June 2017.	CC	1-Feb-17	Open	
		END - insert new lines above here	Note	-	-	