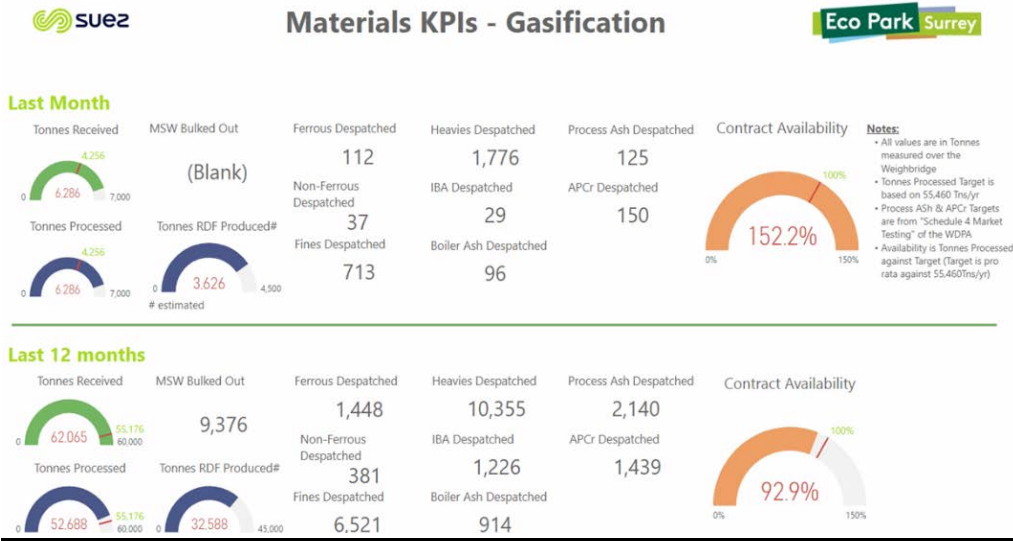


## Meeting record

Subject	Eco Park Community Liaison Group
Date	Wednesday 17 May 2023
Location	Eco Park board room
Recorder	Kacie Thompson (KT)

## Present

Name	Initials	Organisation	Title / Role
Sandra Dunn	SD	Spelthorne Borough Council	Councillor
John Flounders	JF	SUEZ	Plant Manager
Richard Hewitt	RH	Shepperton RA	Resident
Diane Hall	DH		Resident
Peter Hughes	PH		Resident
Calum James	CJ	SUEZ	National Environment and Industrial Risk Manager
Jem Laguda	JL	Environment Agency	Installations Officer
Richard Parkinson	RP	Surrey County Council	Environment Delivery Group Manager
Malcolm Robertson	MR		Resident
John Seaman	JS		Resident
Ken Snaith	KS		Resident, Chair
Nigel Spooner	NS	LOSRA	
Gareth Swain	GS	SUEZ	Regional Manager
Kacie Thompson	KT	SUEZ	Regional Communications Manager
Richard Watkins	RW	SUEZ	Environment and Industrial Risk Manager

1.0	<b>Welcome and apologies</b>																																																																							
1.1	<p>KS welcomed the group and opened the meeting.</p> <p>KT noted that apologies were received from Cllr. Maureen Attewell, Cllr. Buddhi Weerasinghe, Karen Howkins, Andrea Koskela, and Carl Phillips.</p>																																																																							
2.0	<b>Operational update</b>																																																																							
2.1	<p><b>Gasifier</b></p>  <p><b>Materials KPIs - Gasification</b></p> <p><b>Last Month</b></p> <table border="1"> <thead> <tr> <th>Metric</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Tonnes Received</td> <td>6,286</td> <td>7,000</td> </tr> <tr> <td>Tonnes Processed</td> <td>4,256</td> <td>7,000</td> </tr> <tr> <td>Tonnes RDF Produced#</td> <td>3,626</td> <td>4,500</td> </tr> <tr> <td>Contract Availability</td> <td>152.2%</td> <td>100%</td> </tr> </tbody> </table> <p><b>Last 12 months</b></p> <table border="1"> <thead> <tr> <th>Metric</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Tonnes Received</td> <td>62,065</td> <td>60,000</td> </tr> <tr> <td>Tonnes Processed</td> <td>52,688</td> <td>60,000</td> </tr> <tr> <td>Tonnes RDF Produced#</td> <td>32,588</td> <td>45,000</td> </tr> <tr> <td>Contract Availability</td> <td>92.9%</td> <td>100%</td> </tr> </tbody> </table> <p><b>Despatched Materials (Last Month)</b></p> <table border="1"> <thead> <tr> <th>Material</th> <th>Quantity</th> </tr> </thead> <tbody> <tr> <td>Ferrous Despatched</td> <td>112</td> </tr> <tr> <td>Heavies Despatched</td> <td>1,776</td> </tr> <tr> <td>Process Ash Despatched</td> <td>125</td> </tr> <tr> <td>Contract Availability</td> <td>152.2%</td> </tr> <tr> <td>Non-Ferrous Despatched</td> <td>37</td> </tr> <tr> <td>IBA Despatched</td> <td>29</td> </tr> <tr> <td>APCr Despatched</td> <td>150</td> </tr> <tr> <td>Fines Despatched</td> <td>713</td> </tr> <tr> <td>Boiler Ash Despatched</td> <td>96</td> </tr> </tbody> </table> <p><b>Despatched Materials (Last 12 months)</b></p> <table border="1"> <thead> <tr> <th>Material</th> <th>Quantity</th> </tr> </thead> <tbody> <tr> <td>Ferrous Despatched</td> <td>1,448</td> </tr> <tr> <td>Heavies Despatched</td> <td>10,355</td> </tr> <tr> <td>Process Ash Despatched</td> <td>2,140</td> </tr> <tr> <td>Contract Availability</td> <td>92.9%</td> </tr> <tr> <td>Non-Ferrous Despatched</td> <td>381</td> </tr> <tr> <td>IBA Despatched</td> <td>1,226</td> </tr> <tr> <td>APCr Despatched</td> <td>1,439</td> </tr> <tr> <td>Fines Despatched</td> <td>6,521</td> </tr> <tr> <td>Boiler Ash Despatched</td> <td>914</td> </tr> </tbody> </table> <p><b>Notes:</b></p> <ul style="list-style-type: none"> <li>All values are in Tonnes measured over the Weighbridge</li> <li>Tonnes Processed Target is based on 55,460 Tns/yr</li> <li>Process Ash &amp; APCr Targets are from "Schedule 4 Market Testing" of the WDPA</li> <li>Availability is Tonnes Processed against Target (Target is pro rata against 55,460Tns/yr)</li> </ul> <p><i>Figure 1</i></p> <p>JF presented data on Key Performance Indicators (Figure 1 above). Reported that in April 2023, 6,286 tonnes of residual waste was received and processed to remove metals and organics, producing 3,626 tonnes of RDF.</p> <p>Contract availability is a measure of tonnes processed compared to contractual monthly target.</p> <p>Contract availability for April was 152%, meaning the facility processed more than the monthly contract target.</p> <p>JF explained that YTD in 2023 the facility has received 62,065 tonnes of residual waste, of which 52,688 tonnes were processed to create 32,588 tonnes of RDF. YTD contract availability of the facility is 92%.</p> <p>GS added that the difference in waste received vs processed is due to some waste being bulked out while the plant was in planned outages.</p> <p>MR asked about tonnes processed and what it means. JF explained that tonnes processed refers to the amount of waste put through the mechanical pre-treatment plant, i.e. the shredder whilst tonnes of RDF made is what is left after removing the metals and organics. The RDF is what is then fed into the gasifier.</p>	Metric	Value	Target	Tonnes Received	6,286	7,000	Tonnes Processed	4,256	7,000	Tonnes RDF Produced#	3,626	4,500	Contract Availability	152.2%	100%	Metric	Value	Target	Tonnes Received	62,065	60,000	Tonnes Processed	52,688	60,000	Tonnes RDF Produced#	32,588	45,000	Contract Availability	92.9%	100%	Material	Quantity	Ferrous Despatched	112	Heavies Despatched	1,776	Process Ash Despatched	125	Contract Availability	152.2%	Non-Ferrous Despatched	37	IBA Despatched	29	APCr Despatched	150	Fines Despatched	713	Boiler Ash Despatched	96	Material	Quantity	Ferrous Despatched	1,448	Heavies Despatched	10,355	Process Ash Despatched	2,140	Contract Availability	92.9%	Non-Ferrous Despatched	381	IBA Despatched	1,226	APCr Despatched	1,439	Fines Despatched	6,521	Boiler Ash Despatched	914	
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**Report for Stream One for 2022**

	NOx mg/m <sup>3</sup>	CO mg/m <sup>3</sup>	SO <sub>2</sub> mg/m <sup>3</sup>	HCl mg/m <sup>3</sup>	VOC mg/m <sup>3</sup>	Dust mg/m <sup>3</sup>
November 2022	80.43	8.10	16.25	4.42	0.60	0.24
December 2022	89.48	16.91	9.86	6.39	1.05	0.16
January 2023	84.62	8.42	8.09	6.81	0.92	0.17
February 2023	78.56	4.07	7.37	5.89	0.96	0.14
March 2023	86.53	13.13	9.12	5.76	0.98	0.20
April 2023	83.34	9.00	9.47	6.52	0.80	0.17
May 2023	N/A	N/A	N/A	N/A	N/A	N/A
June 2023	N/A	N/A	N/A	N/A	N/A	N/A
July 2023	N/A	N/A	N/A	N/A	N/A	N/A
August 2023	N/A	N/A	N/A	N/A	N/A	N/A
September 2023	N/A	N/A	N/A	N/A	N/A	N/A
October 2023	N/A	N/A	N/A	N/A	N/A	N/A
Annual Average	83.81	9.80	10.28	5.95	0.85	0.19

Figure 2

<b>CEMS EMISSION LIMITS</b>			
<i>30 Minute Average</i>		<i>Daily Average</i>	
Particular Matter	30mg/M <sup>3</sup>	Particular Matter	10mg/M <sup>3</sup>
Total Organic Carbon	20mg/M <sup>3</sup>	Total Organic Carbon	10gm/M <sup>3</sup>
Hydrogen Chloride (CHL)	60mg/m <sup>3</sup>	Hydrogen Chloride (CHL)	10mg/m <sup>3</sup>
Sulphur Dioxide (SO <sub>2</sub> )	200mg/m <sup>3</sup>	Sulphur Dioxide (SO <sub>2</sub> )	50mg/m <sup>3</sup>
Oxides of Nitogen (NOX)	400mg/M <sup>3</sup>	Oxides of Nitogen (NOX)	100mg/M <sup>3</sup>
<i>10 Minute Average</i>		<i>Daily Average</i>	
Carbon Monoxide (CO)	150mg/M <sup>3</sup>	Carbon Monoxide (CO)	50mg/M <sup>3</sup>

Figure 3

JF presented YTD emissions data from the CEMS (Figure 2 above) along with the permitted levels for each of the core emissions tracked (Figure 3 above). In future meetings this data will be presented in graphs to allow for easier visualization.

RW added that the data taken directly from the emissions monitoring system shows that there have not been any exceedances of limits. Some of the daily limits will be reduced from December 2023 to reflect changes in BREF regulations.

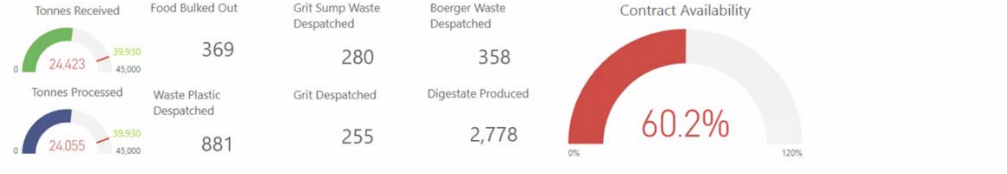
JF

2.2 AD

Last Month



Last 12 months



JF presented Key Performance Indicators for the AD facility, explaining that in April 2023 the facility received and processed 2172 tonnes of food waste for a contract availability of 68.1% for the month. Year to date, the facility has received 24423 tonnes of food waste and processed 24055 tonnes for a contract availability of 60.2% for the year.

JF explained that the lower contract availability is due to maintenance works that were carried out and the sensitivities of the AD biological process, as the bacteria that are crucial to the process require a slow ramp up of feed tonnage following any reduction for works.

GS added that the AD feedstock had to be reduced in the period before maintenance down time then slowly built up to avoid affecting the microorganisms that make the process work.

JF reported that the AD facility has now received PAS 110 certificate confirming that the digestate conforms to the required standard to be used in agriculture. This is a significant milestone for the facility and has been a lengthy process of testing.

A member asked whether the digestate is a solid or liquid and if it can only be sold in bulk to farmers or if it could be sold to locals.

- JF explained that it is a solid, but it would not be able to be bagged on site now.
- GS explains that one of the limiting factors is the lack of bagging facilities, but it is something that could be considered in future.

2.3

Complaints

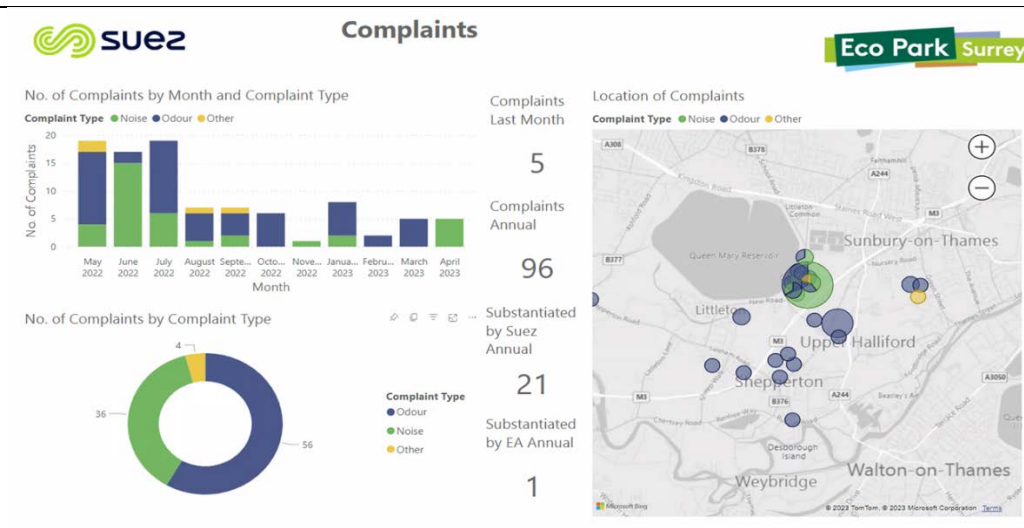


Figure 4

JF presented complaints data for the last 12 months (Figure 4 above), explaining that odour complaints are coded in blue, noise is green and other is yellow. Notes there is a visible reduction over time. There have been 21 complaints substantiated by SUEZ in 2023, all of which related to fire alarms. No odour complaints have been substantiated by SUEZ or by the EA.

RW added that although SUEZ have not substantiated any odour complaints the site team is often able to identify offsite origins that had potential to be the source of odour, for example bonfires in the local area.

NS asked how frequently SUEZ can identify a source off site.

- RW explained that we will need to review the data in more detail to give an accurate response, but it is not uncommon.

RW reiterated that there has been an evolution over time in terms of reduction of odour complaints.

CJ adds that the EA has carried out many off-site odour assessments and has never been able to find any odour linked to the site that was noticeable offsite. JL confirmed that was the case.

**3.0 Landscaping**

**3.1** KT reports that all tree failures in the landscaping area are due to be replaced by the end of May and the contracted company will continue to monitor the area.

SD notes surprise that the trees are being planted this time of year as it is unusual to do so before summer.

- GS explained that the specialist contractors have dictated the time frame and SUEZ have made sure the same company has the maintenance contract so that they will be looked after and held accountable if there are future issues.

CJ reports that there has been an application submitted for an environmental permit for the infiltration pond to be discharged into the swale that runs along the front of site and discharges in to the River Ash. A temporary discharge point is in place and SUEZ is in the process of designing a permanent solution and programme of works.

- *Post meeting note: the variation to the permit has been issued.*

MR asks whether a planning application will be necessary.

	<ul style="list-style-type: none"> <li>KT confirms that a permanent solution will be submitted for planning permission, the working plan is for a gravity solution involving building up the bund around the pond.</li> </ul> <p>MR suggests speaking to highways England.</p> <ul style="list-style-type: none"> <li>GS and JF confirms that SUEZ has already consulted these stakeholders.</li> </ul> <p>MR asks why SUEZ can't use the infiltration pond water in the plant process.</p> <ul style="list-style-type: none"> <li>JF explains that there is a water recycling system in the plant and a rainwater capture system, so we are already meeting water needs with recycled water.</li> </ul> <p>MR raises bird strike risk with Heathrow as a result of the increase in size of the pond.</p> <ul style="list-style-type: none"> <li>GS explained that there are numerous water bodies in the area and that this issue of bird strikes was considered in the original planning application.</li> </ul>	
4.0	<b>Questions</b>	
4.1	<p>KT provided handouts of the questions received for the group and noted that SUEZ would not be answering questions that have been covered in the operational update or in previous meetings or respond to statements without a question. KT read out the questions received along with answers prepared:</p> <p><b>Q:</b> Previously when there has been an election there has been a re-evaluation of the committee make up, will this be happening again?</p> <p><b>A:</b> After elections we do not re-evaluate all membership, only membership of elected members and only if an elected member stands down or loses their seat. This will happen again after this meeting.</p> <p><b>Q:</b> Can SUEZ please let me know when SUEZ last did a presentation to Spelthorne Borough Council Officers and Councillors. I believe that with all the new Councillors I think that SUEZ should do a presentation and Q&amp;A session to the Economic and Sustainable Committee as this falls within their remit.</p> <p><b>A:</b> SUEZ has not been invited to give any presentations to the council in recent memory, but SUEZ will consider any invitations that arise.</p> <p><b>Q:</b> How many full days has the gasifier been fully operational since 01 January 2023:</p> <p><b>A:</b> Availability was addressed and covered earlier in the meeting.</p> <p><b>Q:</b> How many times has the gasifier broken down since 01 January 2022 and dates.</p> <p><b>A:</b> The gasifier has not broken down; the facility is operational with a high level of contract availability as detailed earlier in the meeting and any down time has been due to maintenance on mechanical auxiliary equipment.</p> <p><b>Q:</b> How many times has the gasifier breached its toxin levels.</p> <p><b>A:</b> As detailed earlier in the meeting, the gasifier has not had any emissions breaches year to date.</p> <p><b>Q:</b> How many times have the alarms gone off. Why have there been so many incidents recently?</p> <p><b>A:</b> Details of substantiated fire alarm complaints shared earlier in the meeting. Works have been completed on the alarm system and incidents of false alarms have reduced significantly, as evidenced by a reduction in complaints.</p>	KT

	<p><b>Q:</b> AD odour complaint list please.</p> <p><b>A:</b> Complaints covered earlier in the meeting.</p> <p><b>Q:</b> What is the update on this situation and security of the pond area.</p> <p><b>A:</b> This was covered earlier in the meeting.</p> <p><b>Q:</b> Questions relating to SUEZ annual performance report 2022 regarding updates to the environmental permit.</p> <p><b>A:</b> The changes to the environmental permit noted in the report are changes to the design that have taken place during construction and commissioning. All changes were discussed with the authority and EA during the process, and it is common to have a 'mop up' application for facilities of this type once they are operational to update the permit to reflect the final form.</p> <p><b>Q:</b> Details of all emissions were promised but reports on dioxin etc emissions are absent. Kindly publish this data as a matter of urgency. Heavy metals are also released by incineration, where is the record for this type of material?</p> <p><b>A:</b> Dioxins and heavy metals are not continually monitored but they are periodically monitored by an external company as part of our permit conditions. The results are submitted to the EA twice a year. When the next reports become available, they will be published and shared with the group in line with the reporting timetable to the EA.</p> <p><b>Q:</b> Are the AD plants emissions being measured, because when the gasifier is not working, no other emissions are shown?</p> <p><b>A:</b> There is not continuous emissions monitoring on the AD but SUEZ does periodic monitoring. After the first year and assuming monitoring has not shown any issues, this monitoring becomes annual. Monitoring on the flare is only required if it is used over a certain number of hours each year, but on this site it is used very infrequently.</p> <p><b>Q:</b> In future will SUEZ publish emissions data monthly rather than bulk upload as it does now:</p> <p><b>A:</b> Yes, the current process is an interim solution whilst SUEZ builds out a new webpage that will be updated on a more frequent basis and with a more direct link to the monitoring. This is being carried out by a third-party web developer.</p> <p><b>Q:</b> Dust is recorded in the emissions statements. Does this mean some form of particulate matter?</p> <p><b>A:</b> Yes, dust is total particulate matter. It is measured by sending a laser beam across the stack duct.</p> <p><b>Q:</b> The scales used on the emissions records graphs are inconsistent. Please explain the reasons for these changes.</p> <p><b>A:</b> The scaling comes from the CEMS software as each emission is present in different levels and has different permitted levels. The format is standardised for the EA so we do not have much room to change this.</p> <p><b>Q:</b> Please arrange for the footpath to be cleared and explain the delay of over three years.</p> <p><b>A:</b> The maintenance of Footpath 70 is the responsibility of Surrey County Council. We have notified them of this request for maintenance and have</p>	<p>KT</p> <p>KT</p>
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been informed that the footpath is on the list for maintenance this summer, however higher trafficked areas will be prioritised.

**Q:** Please describe the difficulties you have encountered in delaying the opening of Footpath 86.

**A:** The new section of the footpath has been delayed in opening due to delays in the works required on the facility and environmental enhancement area. It will now be delayed further due to the required works on the infiltration pond. The footpath will be reopened to the public when it is safe to do so.

**Q:** 25 mature trees with a girth of at least 40cms were required to be planted at Charlton Lane. Kindly explain why this has not been achieved and when it will happen?

**A:** The planning permission for the area requires 25 Extra Heavy Standard trees to be planted along the eastern boundary. The Approved Landscape and Ecology Management Plan identifies that the girth of these must be 14-16cm. 25 trees of this size were planted but 13 failed in 2022's drought and will be replaced by the contractor this month. SUEZ has confirmed these details with the planning authority who agree that the correct girth of trees to be planted along the railway line is 14-16cm.

**Q:** What has become of the trees that were to be retained during the construction works?

**A:** One tree died during the course of construction, and it was agreed with a Tree Officer to retain the stumps in situ as an important habitat. Another tree was recommended to be felled by a Tree Officer several years ago.

**Q:** The tarmac between Ivy Dene Cottage and the entrance to Footpath 86 should have been replaced with a 'species rich grassland.' Failure to comply with this requirement is a breach of planning conditions. When will the tarmac be replaced?

**A:** This area of the site was used as a temporary contractor car park. It has been thought that this area could be redeveloped in some way connected to future plans for Ivy Dene cottage. Surrey County Council has now announced plans to develop Ivy Dene into a re-use hub and it is expected that this corner will be included in future planning applications related to that development.

**Q:** What has happened about the asbestos that was discovered prior to the pandemic?

**A:** Asbestos found was removed by a specialist company and SUEZ contracted a specialist company to oversee the subsequent earth works and carry out a watching brief. No further asbestos was found. SUEZ is taking a precautionary approach to the upcoming infiltration pond works and will employ the same company to carry out a watching brief and undertake air monitoring.

**Q:** From the last meeting, in section 4.1 and 4.2 was that electricity generated or exported?

**A:** Generated.

**Q:** Was there a fire at the Eco Park May 2022?

**A:** No.

**Q:** Did any water used for firefighting enter the surface water drains? If it did was it contained and removed or did any enter the infiltration basin?



	<p><b>A:</b> There was not a fire in May 2022, however the site is fitted with drains to capture fire water and safely contain it to be dealt with by a specialist. There was a small fire in June 2022 unrelated to operations when a member of staff's car caught fire and was quickly put out with no danger to the site or members of the public.</p> <p><b>Q:</b> What happens to the plastic film that is removed from the residual waste?</p> <p><b>A:</b> Plastic film is not removed from the residual waste. The pre-treatment system for the gasifier removes metals, fines, organics, and oversize pieces of waste.</p> <p><b>Q:</b> Since our last meeting has waste been removed from the Eco Park for disposal elsewhere?</p> <p><b>A:</b> 2084t of black bag waste was disposed of elsewhere along with the usual residual loads rejected from the pre-treatment system. This is typically due to planned maintenance on the facility and SUEZ has contracts in place for these instances.</p> <p><b>Q:</b> Residents complained of odour earlier this week. I assume this was due to the AD Plant, was this recorded and are they correct?</p> <p><b>A:</b> The complaint was recorded but not substantiated. As reported in the meeting there have not been any odour complaints substantiated by the EA this year.</p> <p><b>Q:</b> A resident on Hetherington Road is complaining about constant low-level noise, what is being done to resolve this issue?</p> <p><b>A:</b> SUEZ has investigated this issue at length and contracted the Industrial Noise and Vibration Centre to assess the situation. Their research did not find any link between noise in the complainant's home and the machinery on site. The issue is now being investigated by the EA, Surrey County Council and Spelthorne Borough Council.</p> <p><b>Q:</b> Residents are putting up with night light pollution. SUEZ has consistently been asked to lower the lighting of a night. Will this ever happen or is this just platitudes when you say it will be assessed or looked at?</p> <p><b>A:</b> Will contact the person who submitted this question for clarity on which lights are causing the issue. SUEZ has previously lowered the lights above the tipping hall and in the former contractor car park.</p> <p><b>Q:</b> Incident report involving a disabled pensioner who experienced poor customer service at the CRC.</p> <p><b>A:</b> This incident was not reported at the time, but SUEZ will thoroughly investigate this and speak to the staff.</p> <p>SD reports submitting questions that were not captured and asked about down time planned.</p> <ul style="list-style-type: none"> <li>• JF explained that there is a two-stop strategy for maintenance with two periods of planned maintenance, usually with a four week stop followed by a two week stop later in the year.</li> </ul> <p>SD asks what happens to the food waste when the AD facility is offline.</p> <ul style="list-style-type: none"> <li>• JF explained that it is never offline as it is a biological process, but if there is an instance where the facility is receiving more volume than it can handle</li> </ul>	<p>KT</p> <p>GS</p>
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	<p>then SUEZ have arrangements with alternate facilities, one of which is in Chertsey.</p> <p>SD asked whether the amount of food waste has increased and whether uptake has improved? GS explained that food waste collected has increased over time as more people begin separating it out but there is less food waste being produced generally.</p> <p>SD asked about the long-term contract for the gasifier, RP confirms there is an extension that will be signed very shortly which will extend the current contract until 2029.</p> <p>JS asks about fire water runoff and how it is safely handled, JF explained that there is a shutoff valve that shuts off all drainage on site and contains it, after which it can be accessed and removed from site via specialist contractors if required.</p> <p>JF adds that the team always run tests of runoff in the pond the day after fire hoses are used to make sure that all fire water was captured.</p>	
<b>5.0</b>	<b>AOB</b>	
5.1	<p>MR asks about recent fire alarms at night. JF explained that SUEZ has been speaking to the fire alarm system contractor about switching off the external sounders at night, but it was not possible to isolate the external from the internal, so it is not safe for the staff working overnight. SUEZ continue to have discussions with the contractor to further reduce false soundings of the alarms and adjust the system, like eliminating the auto-alarm when hoses are used.</p> <p>CJ points out that no fire alarm system will have zero false alarms, there is a necessary level of sensitivity.</p> <p>JF adds that the recent alarm at night was due to a lithium battery that sparked and the person on shift grabbed the hose which triggered the alarm despite the issue being swiftly handled and the fire risk extinguished.</p>	
<b>6.0</b>	<b>Date of next meeting</b>	
6.1	<p>GS proposes moving meetings to the afternoon to accommodate staff who have a long way to travel. All agreed to this change with Cllrs. noting that they will need to coordinate the specific dates with their council schedules.</p> <p>Next meeting scheduled for Monday, 04 September 2023 at 14:00 at the Eco Park, subject to majority councillor availability.</p>	