



**Community
open day at
Mogden
treatment
works.**

Community open day at Mogden sewage treatment works.

Community engagement plays an important part in maintaining relationships with our customers, and helps them to understand all the vital work we do to remove and treat their wastewater before returning it to the environment. In March 2018, we opened the doors to Mogden sewage treatment works, to give our customers and neighbours an opportunity to learn more about the site and meet our operational team.

Background.

Mogden is one of the largest sewage treatment works in Europe, where we carry out the vital service of treating wastewater from over two million people. London's treatment works were originally built well away from people's houses, and weren't designed to minimise smells. But they're now surrounded by residential areas, so the close proximity of new communities presents us with a number of challenges.

No matter how well we manage and operate our sites, some properties can still be affected by odour. That's why we're continuing to invest in upgrades at our sites. We also put a lot of effort into maintaining relationships with our neighbours, with regular meetings and opportunities to visit our sites to see what we're doing.

Part of the community.

It's important for us to be open in the way we work with our customers and neighbours. Opening our sites for community days is a great way to engage and maintain relationships with our customers and neighbours, by giving them the chance to understand the vital work we do and to learn more about the work we do to minimise disruption. We were able to provide this opportunity and opened Mogden to the public in March 2018.

- Over 400 visitors attended our open day at Mogden to learn more about the site and the work our teams do.
- This is one of the largest treatment works in Europe, treating wastewater from over two million people.

Mogden sewage treatment works.



Visiting the site.

Over 400 visitors attended the open day for a guided tour of Mogden sewage treatment works. Our local operational teams ran bus tours around the site, described our treatment processes from flush to river, and explained all the equipment involved.

There was also a large marquee filled with different stalls and information for visitors to learn about some of our partnerships and projects, including:

- Zoological Society London
- The Environment Agency
- Our future plans for wastewater (London 2100) and water resources (WRMP)
- Mogden history and wildlife
- Apprenticeship opportunities
- WaterAid



Visitors on a tour of the site and engaging with our staff.