

SITE NAME: Long Reach STW
 DATE: 31/08/2023

ODOUR RISK ASSESSMENT

Process Stage	Process Unit	UWWTD/Sludge Treatment Centre	Normal		Abnormal			Nearest Customer / Receptor	Offensiveness (0-5)	Likelihood of Impact (0-5)	Odour Risk (<5 Low, >15 High)	Odour Impact	Mitigation Measures (for more info see OMP)	Residual Odour Impact (L/M/H)	Responsibility for Mitigation Measures	Customer Communication Needed?	Notes (Site and Sludge Round Checks can be found in Appendix 5 & 6 in the OMP)
			Odour Description	Constant/ Intermittent/ Occasional/ Rare	Event Description	Likelihood of Event Frequent/ Rare/ Planned	Length of Time of Release										
ADD EXTRA ROWS BELOW THIS ROW IF REQUIRED																	
General	Site Drainage		Sewage	C			Residential area to the south, Industrial area to the east	1	1	1	Low	Check drains clear to enable effective wash down of odorous material	-	Tech 1s	-		
Works Inlet	Incoming Sewers	UWWTD	Raw sewage	C			Residential area to the south, Industrial area to the east	1	1	1	Low	Check Crude sewage appearance. Covered.	-	Tech 1s / Process controller / shift operators	-	Section 2 of site rounds	
Works Inlet	Incoming Sewers	UWWTD	Chemical		Industrial / illegal discharge	R	Hours	Residential area to the south, Industrial area to the east	3	1	3	Low	Call trade effluent Team to investigate issue	L	Controller of Premises	N	
Works Inlet	Incoming Sewers	UWWTD	Septic sewage		Hot dry summer / severe drought	R	Weeks	Residential area to the south, Industrial area to the east	3	3	9	Medium	Call Waste Networks Team to implement chemical dosing	M	Controller of Premises	Y	Contact customers, EHO, EA. Unlikely, never happened to date.
Works Inlet	Cess Reception, Discharge, Wash down & Drainage	UWWTD/Sludge Treatment Centre	Raw sewage, chemical waste	I			Residential area to the south, Industrial area to the east	2	1	2	Low	Check washdown equipment is operating correctly. Ensure tankers coupled correctly	-	Site Tech 1s	-	Section 2.1 of weekly site rounds	
Works Inlet	Cess Reception, Discharge, Wash down & Drainage	UWWTD/Sludge Treatment Centre	Septic sewage, chemical waste		Spillage	R	Hours	Residential area to the south, Industrial area to the east	2	2	4	Low	Hose down area	L	Controller of Premises	N	
Storm Separation	Storm Tanks	UWWTD	Raw sewage	O			Residential area to the south, Industrial area to the east	1	1	1	Low	Check storm tanks cleaning system, check level sensors, check tanks are clean and empty outside of storm conditions.	-	Controller of Premises	-	Section 2.6 of site rounds. New Amajets install imminent.	
Storm Separation	Storm Tanks	UWWTD	Septic sludge		Amajets have failed	R	Days	Residential area to the south, Industrial area to the east	3	1	3	Low	Investigate and repair	L	Controller of Premises	N	New Amajets install imminent.
Storm Separation	Storm Tanks	UWWTD	Septic sludge		Amajets are not automatic, may lead to sludge residues left in tanks.	R	Days	Residential area to the south, Industrial area to the east	3	1	3	Low	Manually flush clean tanks as soon as practicable and ensure amajet availability when draining	L	Controller of Premises	N	
Storm Separation	Storm Tanks	UWWTD	Raw sewage		Power cut or mechanical failure of storm pumps	R	Hours	Residential area to the south, Industrial area to the east	1	1	1	Low	Stand by power generator available on site	L	Process Controller	N	
Storm Separation	Storm screens	UWWTD	Screenings	O			Residential area to the south, Industrial area to the east	1	1	1	Low	Washpactor system in place	-	Process Controller	-	Monitored in storm conditions	

Storm Separation	Storm Screens	UWWTD	Screenings		Compactor blockages	R	Hours	Residential area to the south, Industrial area to the east	1	2	2	Low	Clear blockage and dispose, out of hours resource made available	L	Process Controller	N	
Storm Separation	Open skips	UWWTD	Screenings	O				Residential area to the south, Industrial area to the east	1	1	1	Low	Checked on site rounds and removed asap when full.		Process Controller		
Storm Separation	Open skips	UWWTD	Screenings		Spillages due to overflowing	R	Hours	Residential area to the south, Industrial area to the east	1	1	1	Low	Clear up and dispose	L	Process Controller	N	
Preliminary Treatment	Screens and Screenings handling	UWWTD	Screenings	C				Residential area to the south, Industrial area to the east	2	2	4	Low	Routine cleaning and checks are per site rounds. Inform contractor if skips are full.	-	Process Controller / Site Tech 1s	-	Daily collection by specialist contractors.
Preliminary Treatment	Screens and Screenings handling	UWWTD	Screenings		Mechanical failure / Blockage of screenings handling plant leading to spillage	R	Hours	Residential area to the south, Industrial area to the east	2	2	4	Low	Repair fault and clear spillage	L	Process Controller	N	
Preliminary Treatment	Screenings skips	UWWTD	Screenings	C				Residential area to the south, Industrial area to the east	2	1	2	Low	Inform contractors when skips are full	-	Process Controller	-	Site rounds section 2.4
Preliminary Treatment	Screenings skips	UWWTD	Screenings		Spillage due to overflowing	R	Hours	Residential area to the south, Industrial area to the east	2	1	2	Low	Clean up and dispose	L	Process Controller	N	
Preliminary Treatment	Screenings skips	UWWTD	Screenings		Not collected by contractor	R	Days	Residential area to the south, Industrial area to the east	2	2	4	Low	Cover skips / Chase contractor	L	Controller of Premises	N	
Preliminary Treatment	Grit Removal Equipment and grit handling	UWWTD	Septic grit	O				Residential area to the south, Industrial area to the east	2	1	2	Low	Routine cleaning and checks as per site rounds	-	Tech 1s	-	Section 2.5 of site rounds
Preliminary Treatment	Grit Removal Equipment and grit handling	UWWTD	Septic grit		Drained down following mechanical failure	R	Days	Residential area to the south, Industrial area to the east	3	2	6	Medium	Arrange tanker to clean grit channel	L	Controller of Premises	N	
Preliminary Treatment	Grit Removal Equipment and grit handling	UWWTD	Septic grit		Grit not collected by contractor	R	Days	Residential area to the south, Industrial area to the east	3	2	6	Medium	Chase contractor to collect grit	M	Controller of Premises	N	
Crude Sewage Transfer	Flow & Distribution to Primary Settlement Tanks	UWWTD	Raw sewage	C				Residential area to the south, Industrial area to the east	1	0	0	Low	Underground channel	-	N/A	-	

Primary Settlement	Primary Settlement Tanks	UWWTD	Raw sewage	C				Residential area to the south, Industrial area to the east	1	1	1	Low	Routine cleaning and checks are per site rounds. Ensure sludge blankets kept to minimum.	-	Tech 1s / shift ops	-	Section 3 of site rounds
Primary Settlement	Primary Settlement Tanks	UWWTD	Raw sewage		Scraper / Bridge failure	R	Days	Residential area to the south, Industrial area to the east	2	3	6	Medium	Drain down and clean tank	L	Controller of Premises	N	If severe event inform relevant stakeholders.
Primary Settlement	Fats, Oil & Grease Scum Removal System	UWWTD	Scum	C				Residential area to the south, Industrial area to the east	1	1	1	Low	Routine checks to ensure operational	-	Shift operative	-	
Primary Settlement	Fats, Oil & Grease Scum Removal System	UWWTD	Scum		Mechanical failure of scum removal system	R	Days	Residential area to the south, Industrial area to the east	1	2	2	Low	Arrange repair and manual de-scumming	L	Process Controller	N	
Primary Settlement	Primary Raw Desludge Pumping	UWWTD	Raw sludge	I				Residential area to the south, Industrial area to the east	1	1	1	Low	Covered wet well. Constant flow.	-	Process Controller	-	
Primary Settlement	Primary Raw Desludge Pumping	UWWTD	Septic Sludge		Failure of both raw sludge pumps	R	Days	Residential area to the south, Industrial area to the east	3	3	9	Medium	Critical spares of raw sludge pumps and out of hours resource available	M	Controller of Premises	N	If severe event inform relevant stakeholders.
Primary Settlement	Primary Raw Desludge Pumping	UWWTD	Septic sludge / H2S		Blockage / Failure of hoppers or valves	R	Days	Residential area to the south, Industrial area to the east	3	3	9	Medium	Drain down and clean tank	M	Controller of Premises	N	If severe event inform relevant stakeholders.
Settled Sewage Transfer	Flow & Distribution to Secondary Treatment	UWWTD	Settled sewage	C				Residential area to the south, Industrial area to the east	1	1	1	Low	Underground channel. Ensure Scum removal is working correctly on PSTs	-	Shift Operative	-	
Settled Sewage Transfer	Flow & Distribution to Secondary Treatment	UWWTD	Settled sewage		Pump failure	R	Days	Residential area to the south, Industrial area to the east	1	2	2	Low	Hire pumps	L	Controller of Premises	N	
Secondary Treatment (Biological)	Activated Sludge Plant Lanes & Zones	UWWTD	Activated sludge	C				Residential area to the south, Industrial area to the east	1	1	1	Low	Routine checks as per site rounds	-	Site Tech 1s	-	See section 4.1 of site rounds
Secondary Treatment (Biological)	Activated Sludge Plant Lanes & Zones	UWWTD	Activated sludge scum		Scum build up in anoxic zone	R	Days	Residential area to the south, Industrial area to the east	2	2	4	Low	Remove scum with tanker	L	Controller of Premises	N	
Secondary Treatment (Biological)	Activated Sludge Plant Lanes & Zones	UWWTD	Septic activated sludge		Diffused air system failure	R	Hours	Residential area to the south, Industrial area to the east	2	2	4	Low	Drain down and clean tank	L	Controller of Premises	N	

Secondary Treatment (Biological)	Activated Sludge Plant Lanes & Zones	UWWTD	Activated sludge		Power failure	R	Hours	Residential area to the south, Industrial area to the east	2	2	4	Low	Stand by power generator available on site	L	Controller of Premises	N	
Secondary Treatment (Biological)	Activated Sludge Plant Lanes & Zones	UWWTD	Activated sludge		Excessive build up of foam on surface	R	Weeks	Residential area to the south, Industrial area to the east	2	2	4	Low	Chemical dosing / Manually remove scum	L	Controller of Premises	N	
Secondary Settlement	Final Settlement Tanks	UWWTD	Final effluent	C				Residential area to the south, Industrial area to the east	1	0	0	Low	Routine checks as per site rounds	-	Site Tech 1s	-	See section 5 of site rounds
Secondary Settlement	Final Settlement Tanks	UWWTD	Sludge		Scraper / Bridge failure	R	Days	Residential area to the south, Industrial area to the east	2	2	4	Low	Drain down and clean tank	L	Controller of Premises	N	
Secondary Settlement	Scum Removal System	UWWTD	Scum	C				Residential area to the south, Industrial area to the east	1	1	1	Low	cleaning of scum box	-	Tech 1s	-	
Secondary Settlement	Scum Removal System	UWWTD	Scum		Scum build up on the surface due to failure of scum removal system	R	Days	Residential area to the south, Industrial area to the east	2	2	4	Low	Pump replacement. Bio-dosing.	L	Controller of Premises	N	
Secondary Settlement	RAS Chambers & Pumping	UWWTD	Activated sludge	C				Residential area to the south, Industrial area to the east	1	1	1	Low	Routine checks.	-	Tech 1s / shift ops	-	
Secondary Settlement	RAS Chambers & Pumping	UWWTD	Activated sludge		RAS pump failure	R	Hours	Residential area to the south, Industrial area to the east	2	2	4	Low	Hire temporary pumps, replacement spares.	L	Controller of Premises	N	
Secondary Settlement	SAS Chambers & Pumping	UWWTD	Activated sludge	C				Residential area to the south, Industrial area to the east	1	0	0	Low	Underground pipe.	-	Process Controller	-	
Final Effluent	Outfall: River Thames	UWWTD	Final effluent	C				Residential area to the south, Industrial area to the east	0	0	0	Low	Submerged outfall.	-	Process Controller	-	
Sludge Imports	Sludge Reception, Screening, Wash down & Drainage	STC	Raw sludge	O				Residential area to the south, Industrial area to the east	2	0	0	Low	Deliveries are made on a sealed hard-standing. The tanker delivery is connected by the driver to a hose which connects to a storage / buffering tank before being pumped (via metered pumps) to the main sludge blending tank for onward treatment. Sludge import tank is odour abated and covered. Routine checks of Sludge Import Facilities	-	Driver / Site Tech 1s	-	See section 1 of sludge round checks

Sludge Imports	Sludge Reception, Screening, Wash down & Drainage	STC	Raw sludge		Fan failure on OCU system	R	Days	Residential area to the south, Industrial area to the east	2	3	6	Medium	Pump down tank and cease import	L	Controller of Premises	N	
Sludge Imports	Sludge Reception, Screening, Wash down & Drainage	STC	Raw sludge		Spillages due to filling / overfilling	R	Hours	Residential area to the south, Industrial area to the east	2	3	6	Medium	Clean up area	L	Tech 1s	N	
Sludge Imports	Skip	STC	Screenings	O				Residential area to the south, Industrial area to the east	3	3	9	Medium	Regular emptying of skip	-	Process Controller	-	
Sludge Imports	Skip	STC	Screenings		Not collected by contractor	R	Hours	Residential area to the south, Industrial area to the east	3	3	9	Medium	Cover skips / Chase contractor	M	Controller of Premises	N	
Sludge Conditioning (Indigenous)	Primary Raw Sludge Thickening & Pumping (PFTs)	STC	Raw sludge	C				Residential area to the south, Industrial area to the east	2	2	4	Low	Ensure weirs are kept clear. PFTs are Odour abated. Routine checks of PFTs .	-	Team manager / Site Tech 1s	-	See section 8.2 in the Site Round Checks
Sludge Conditioning (Indigenous)	Primary Raw Sludge Thickening & Pumping (PFTs)	STC	Raw sludge		Mechanical failure	R	Weeks	Residential area to the south, Industrial area to the east	3	3	9	Medium	Take tank out of service and use others	L	Controller of Premises	N	4 tanks, 3 of the 4 normally used so spare in case of failure
Sludge Conditioning (Indigenous)	SAS Buffer Tank	UWWTD	Activated sludge	C				Residential area to the south, Industrial area to the east	1	2	2	Low	The tank conditions are checked as part of the sludge rounds	-	Site Tech 1s	-	
Sludge Conditioning (Indigenous)	SAS Buffer Tank	UWWTD	Activated sludge		Tank structure failure	R	Weeks	Residential area to the south, Industrial area to the east	1	2	2	Low	Tanker SAS off-site	L	Controller of Premises	N	
Sludge Conditioning (Indigenous)	SAS Thickening & Pumping	STC	Activated sludge	C				Residential area to the south, Industrial area to the east	2	1	2	Low	Odour abated	-	Process Controller	-	In a building with doors left shut.
Sludge Conditioning (Indigenous)	SAS Thickening & Pumping	STC	Activated sludge		Spillages	R	Hours	Residential area to the south, Industrial area to the east	2	1	2	Low	Clean up and hose down to site drainage	L	Tech 1s / shift ops	N	
Sludge Conditioning (Indigenous)	High Energy Blending tank	STC	Blended sludge	C				Residential area to the south, Industrial area to the east	3	0	0	Low	Covered tank. Odour abated.	-	THP shift op	-	
Sludge Conditioning (Indigenous)	High Energy Blending tank	STC	Blended sludge		Spillages	R	Hours	Residential area to the south, Industrial area to the east	3	1	3	Low	Clean up and hose down to site drainage	L	THP shift op	N	

Sludge Conditioning (Indigenous)	THP Centrifuges	STC	Return liquors	C				Residential area to the south, Industrial area to the east	1	1	1	Low	Underground pipes with two open chambers. Odour abated.	-	THP shift op	-	
Sludge Conditioning (Indigenous)	THP Centrifuges	STC	Sludge		Spillage	R	Hours	Residential area to the south, Industrial area to the east	3	1	3	Low	Clean up and hose down to site drainage		THP shift op	-	
Sludge Treatment	Thermal Hydrolysis	STC	Off-Gas from System	R				Residential area to the south, Industrial area to the east	5	1	5	Medium	Abated by two OCUs		THP shift op	-	
Sludge Treatment	Thermal Hydrolysis	STC	Off-Gas from System		Leak from blowback lines and gas skid	R	Hours	Residential area to the south, Industrial area to the east	5	2	10	Medium	THP turned off, all vessels isolated	M	Controller of Premises	N	If severe event inform relevant stakeholders.
Sludge Treatment	Primary Digestion	STC	Digested sludge	C				Residential area to the south, Industrial area to the east	2	1	2	Low	Inspect water/glycol levels on digester pressure vacuum device tank (condensate pots). Routine checks of Primary Digesters as per sludge rounds. Tanks covered with fixed roofs.		Shift operative / site tech 1s		See appendix 6 - sludge rounds
Sludge Treatment	Primary Digestion	STC	Digested sludge		Spillages from limpet chambers	F	Hours	Residential area to the south, Industrial area to the east	2	1	2	Low	Clean up spillage	L	Shift ops / process controllers	N	
Sludge Treatment	Sequential Primary digestion and Mixing	STC	Digested sludge	C				Residential area to the south, Industrial area to the east	2	3	6	Medium	Routine checks of Secondary Digesters are per sludge rounds.	-	Site Tech 1s / shift ops	-	Open aerated tanks with air mixing system. See Appendix 6 - sludge rounds.
Sludge Treatment	Secondary Digestion and Mixing	STC	Digested sludge		Partially digested sludge due to failure of primary digesters	R	Days	Residential area to the south, Industrial area to the east	3	3	9	Medium	Reduce digester feeding	M	Controller of Premises	N	If severe event inform relevant stakeholders.
Sludge Dewatering	Dewatering press buffer tank	STC	Digested sludge	C				Residential area to the south, Industrial area to the east	2	2	4	Low	Covered. Checked as part of sludge rounds.	-	Shift ops	-	
Sludge Dewatering	Dewatering press buffer tank	STC	Digested sludge		Spillage due to overfilling	R	Hours	Residential area to the south, Industrial area to the east	2	2	4	Low	Clean up area	L	Process Controller	N	
Sludge Dewatering	Bucher Presses	STC	Digested sludge	C				Residential area to the south, Industrial area to the east	2	1	2	Low	Enclosed in building. Abated by OCU.	-	THP ops	-	Enclosed in a building with doors left shut.
Sludge Dewatering	Bucher Presses	STC	Digested sludge		Spillages	R	Hours	Residential area to the south, Industrial area to the east	2	1	2	Low	Hose down and clean up area	L	THP ops	N	

Sludge Storage & Movements	Cake Barn (including cake imports)	STC	Sludge cake	R				Residential area to the south, Industrial area to the east	1	1	1	Low	Dispersion and OCU system in place. Fully enclosed providing wind barrier Cake in storage forms a crust after a day or two reducing risk of odour. No additional turning or handling during cake storage. Imports subject to pre-acceptance checks	-	THP ops	-	
Sludge Storage & Movements	Cake Barn	STC	Sludge cake		Out of compliance cake	R	Days	Residential area to the south, Industrial area to the east	1	1	1	Low	Remove cake off site - Should any odorous sludge cake be produced, this will be subject to process checks undertaken to identify root cause of production and removed from site expeditiously.	L	Controller of Premises	N	If severe event inform relevant stakeholders.
Sludge Storage & Movements	Cake Barn (including cake imports)	STC	Sludge cake		Not collected by contractor	R	Days	Residential area to the south, Industrial area to the east	1	1	1	Low	Arrange removal or cover up	L	Controller of Premises	N	If severe event inform relevant stakeholders.
Sludge Storage & Movements	Vehicle Movements & Wash Down	STC	Sludge cake	I				Residential area to the south, Industrial area to the east	1	1	1	Low	Wheel wash in place - automatic system	-	Driver	-	
Biogas Systems	Biogas Storage	STC	Biogas	O				Residential area to the south, Industrial area to the east	4	1	4	Low	Routine checks of Biogas Handling, Storage, & Utilisation as per sludge rounds. The gas system is protected with a comprehensive array of pressure and flow sensors and with isolation valves to minimise the potential for release if a leak is detected.	-	Shift ops	-	See appendix 6 - sludge rounds, section 8
Biogas Systems	Biogas Storage	STC	Biogas		Over pressurisation of biogas bags	R	Hours	Residential area to the south, Industrial area to the east	4	3	12	Medium	Flare off excess gas	L	Process Controller	N	
Biogas Systems	Biogas Storage	STC	Biogas		Failure of CHP engines	R	Days	Residential area to the south, Industrial area to the east	4	3	12	Medium	Flare off excess gas	L	Process Controller	N	
Biogas Systems	Boilers	STC	Biogas	R				Residential area to the south, Industrial area to the east	4	1	4	Low	Slam shut valves.		Controller of Premises / Boas M		
Power Generation	Standby Generators	STC	Diesel engines exhaust	R				Residential area to the south, Industrial area to the east	1	0	0	Low	None	-	Controller of Premises	-	
Power Generation	Standby Generators	STC	Diesel engines exhaust		Test run generators	P	Hours	Residential area to the south, Industrial area to the east	1	0	0	Low	None	N/A	Controller of Premises	N	
FOG plant	FOG plant	STC	None	C				Residential area to the south, Industrial area to the east	0	0	0	Low	Plant is in decommissioned state, with tanks emptied and cleaned.	-	N/A	-	No longer in operation
OCU 1 - Imported Sludge Area	Biofilter + Activated carbons	STC	None	C				Residential area to the south, Industrial area to the east	0	0	0	Low	Routine checks. Monthly service from contractors	-	Tech 1s	-	See section 9 of site rounds (Appendix 5) for maintenance checks

OCU 1 - Imported Sludge Area	Biofilter + Activated carbons	STC	Raw sludge		Media failure of biofilter	R	Weeks	Residential area to the south, Industrial area to the east	3	4	12	Medium	Call specialist contractor to replace media	L	Controller of Premises	Y	Contact customers, EHO, EA.
OCU 1 - Imported Sludge Area	Biofilter + Activated carbons	STC	Raw sludge		Media failure of carbon filters	R	Weeks	Residential area to the south, Industrial area to the east	3	4	12	Medium	Call specialist contractor to replace media	L	Controller of Premises	Y	Contact customers, EHO, EA.
OCU 2 - Cake Barn	Biofilter + Activated carbons	STC	None	C				Residential area to the south, Industrial area to the east	0	0	0	Low	Routine checks. Monthly service from contractors	-	Tech 1s	-	See section 9 of site rounds
OCU 2 - Cake Barn	Biofilter + Activated carbons	STC	Sludge cake		Media failure of carbon filters	R	Weeks	Residential area to the south, Industrial area to the east	3	4	12	Medium	Call specialist contractor to replace media	L	Controller of Premises	Y	Contact customers, EHO, EA.
OCU 2 - Cake Barn	Biofilter + Activated carbons	STC	Sludge cake		Media failure of biofilter	R	Weeks	Residential area to the south, Industrial area to the east	3	4	12	Medium	Call specialist contractor to replace media	L	Controller of Premises	Y	Contact customers, EHO, EA.
OCU 3 - THP Area	Biofilter + Activated carbons	STC	None	C				Residential area to the south, Industrial area to the east	0	0	0	Low	Routine checks. Monthly service from contractors	-	Tech 1s	-	See section 9 of site rounds
OCU 3 - THP Area	Biofilter + Activated carbons	STC	Off-Gas from System		Media failure of carbon filters	R	Weeks	Residential area to the south, Industrial area to the east	3	4	12	Medium	Call specialist contractor to replace media	L	Controller of Premises	Y	Contact customers, EHO, EA.
OCU 3 - THP Area	Biofilter + Activated carbons	STC	Off-Gas from System		Media failure of biofilter	R	Weeks	Residential area to the south, Industrial area to the east	3	4	12	Medium	Call specialist contractor to replace media	L	Controller of Premises	Y	Contact customers, EHO, EA.
OCU 4 - THP Area	Biofilter + Activated carbons	STC	None	C				Residential area to the south, Industrial area to the east	0	0	0	Low	Routine checks. Monthly service from contractors	-	Tech 1s	-	See section 9 of site rounds
OCU 4 - THP Area	Biofilter + Activated carbons	STC	Off-Gas from System		Media failure of carbon filters	R	Weeks	Residential area to the south, Industrial area to the east	3	4	12	Medium	Call specialist contractor to replace media	L	Controller of Premises	Y	Contact customers, EHO, EA.
OCU 4 - THP Area	Biofilter + Activated carbons	STC	Off-Gas from System		Media failure of biofilter	R	Weeks	Residential area to the south, Industrial area to the east	3	4	12	Medium	Call specialist contractor to replace media	L	Controller of Premises	Y	Contact customers, EHO, EA.