

Tastes and Odours in Tap Water

- anticipating, analysing, acting



AIMS

Taste and odour are evaluated by consumers every time they take a drink of water and are frequently the cause of complaints. More importantly, customer complaints may provide the earliest indication there is a problem and potential health risk requiring investigation. They can also result in unwelcome media attention which can impact on reputation, and a loss of public trust in drinking water, as well as impose significant potential costs on utilities. It is therefore an issue which continues to be of daily concern to all water providers. Despite this fact, there have been few if any conferences addressing this important topic in recent years. This event aims to fill that gap by inviting experts to present the latest advances in locating and identifying taste and odour problems, and enabling water company representatives to share their experiences in managing and responding to real incidents.

PROGRAMME

10:00 Registration and coffee (Fish Room)

Morning Session 10.30 - 13.00 (Science Room)

10.30 Welcome and information for the day

Opening Remarks: The importance of taste & odour to consumers

Session 1 Chair, WSF Committee

10.40 Regulatory requirements: addressing causes and customer impact.

Martin Bird, UK Drinking Water Inspectorate.

11.15 Individual variation in Taste and Odour perception.

Dr Rebecca Ford, Assistant Professor in Sensory Science, Nottingham University.

11.50 Analytical methods used in taste and odour determination.

Gavin Mills CChem FRSC, Principal Scientist, Severn Trent Water.

12.25 Training of taste and odour panels.

Dr Bill Simpson, Executive Director, Cara Technology Limited.

13.00 - 13.50 Buffet Lunch & Exhibitor display (Fish Room)

Afternoon Session 13.50 - 16.00 (Science Room)

13.55 Start of afternoon session.

Opening remarks: Risks and real-life events.

Session 2 Chair, WSF Committee.

14.00 National assessment of risks to water supplies of low taste and odour compounds (with a focus on modelling).

Dr Mick Whelan, University of Leicester.

Water Company experiences in managing and responding to incidents

14.35 Case Study 1: Geosmin in Upland Pennine reservoir systems.

Dr Martin Padley, Director of Water and Scientific Services, United Utilities.

15.00 Case Study 2: TBA.

15.25 Open Discussion: participants are invited to share their experiences under Chatham House rules.

15.55 Closing remarks.

Chairman of afternoon session.

16.00 Tea/Coffee Available & Exhibitor display (Fish Room)

16.30 Close of Conference

Objectives

The proposed event will:

- Review the main causes of taste and odour problems and current regulatory guidance.
- Discuss the importance of communicating with customers.
- Present recent published research on assessment of risks.
- Describe the latest sampling and identification techniques, including the use of taste and odour panels and laboratory analysis.
- Share a number of case studies from real events with lessons learned.

Who should attend

- Water industry personnel – analytical and operational scientists, water quality staff, network staff and customer services
- Analytical equipment and service providers to the water industry
- Companies offering taste panel standards and training services
- Water engineers and consultants working for the water industry
- Regulators - DWI, Ofwat, Environmental Health Officers
- Customers Representatives – Consumer Council for Water, property managers

For further information please visit RSC Conference and Events website:
<http://www.rsc.org/events?MemberNetwork=73&PageTitle=73>

For further information on the Water Science Forum membership and activities please see:

<http://www.rsc.org/Membership/Networking/InterestGroups/WaterScience/index.asp>

Or write to:

Hon. Secretary
Water Science Forum
c/o The Royal Society of Chemistry
Burlington House, Piccadilly
London W1V 0BN

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Registered Charity Number 20789

REGISTRATION FORM

(Please complete a separate form for each delegate)

Registration includes attendance at the speaker presentations during the morning and afternoon sessions, refreshments throughout the meeting and exhibitor display. Free WiFi access is also available to delegates on the day.

Registration fees are as follows:

	Early bird (by 10 June 2016)	Standard (by 1 July 2016)
Members of RSC, IChemE or SCI	£95	£110
Non-members	£125	£150
Student/retired RSC members	£55	£75
Student non-members	£75	£90

Exhibitors: A limited number of table top displays are available at £150 each. Exhibition stands accommodated at £225 each by arrangement.

Online Registration: Eventbrite (<https://www.eventbrite.co.uk/e/tastes-and-odours-in-tap-water-anticipating-analysing-acting-tickets-22363443662>)

Final booking deadline, unless paying by cheque, is 1st July.

A £10 booking charge will apply if payment is not received with registration.

If you prefer to pay by cheque, or for late payments, please complete the form below (cheques payable to "RSC Water Science Forum"):

Title (Dr, Mr, Mrs etc)First Name(s)

Surname Job Title

Organisation/Affiliation

Address

.....Post Code

TelephoneMobile.....

Email

Do you have any special dietary or other needs? If so, please specify below:

.....

RSC/SCI Membership Number (if applicable)

The completed form should be returned to the Treasurer:

**Mr Gavin Mills,
Severn Trent Analytical,
2 Technology Drive,
Bridgend Science Park,
Bridgend CF31 3NA, email: gavin.mills@severntrent.co.uk.**

For all enquiries regarding the event please contact:

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