WATER DIVISION COMPLAINT REPORT

GPS LOCATION:	AFIN: 34-00059 PERMIT#: **AR0020001**
DATE RECEIVED: **December 19, 2007**	COUNTY: Jackson
COMPLAINANT NAME: **Carolyn Woodward**	COMPLAINT AGAINST: City of Tuckerman
ADDRESS:217 Highway #37 North, Tuckerman, AR 72473	ADDRESS: P.O. Box 1117 Tuckerman, AR 72473
PHONE: **(870)-349-4160**	PHONE: **(870)349-5645**

TRACKING & REFERRAL INFORMATION

PERSON RECEIVING REPORT: **Eric Fleming**	DATE: **12-19-07**	SUPERVISOR REFERRAL:	DATE:
INSPECTOR REFERRAL: **Mike Kennedy**	DATE: **12-19-07**	MEDIA SUPERVISOR REFERRAL:	DATE:
PHONE REFERRAL CONTACT:	DATE:	RECEIVING INSPECTOR:	DATE:

COMPLAINT RECEIVED BY: ☐PHONE ☐LETTER ☐VERBAL ☐INTERNET ☑EMAIL

DETAILED DESCRIPTION

Complainant alleged strong odors coming from repair of sewer pipe for the City of Tuckerman.

LOCATION

Drive on Highway #67 north of Newport approximately 8 miles to Arkansas to Tuckerman, Arkansas.

PREVIOUS COMPLAINT: ☑YES ☐NO DATES: **September 21, 2007**

DISCHARGE TO STREAM: ☐YES ☑NO NAME OF STREAM:

INVESTIGATION

INSPECTOR: Mike Kennedy	DATE: December 20, 2007

ACTION TAKEN: **PHOTOS TAKEN: ☐YES ☑NO**

The Water Inspector called the City of Tuckerman Mayor's office on December 20, 2007 and informed personnel that an odor complaint had been filed. The Inspector was informed by the Mayor's secretary that the Mayor had contacted the complainant on December 19, 2007 about the complaint and that the complainant was satisfied with the explanation given by the Mayor. The City of Tuckerman was in the process of repairing approximately 1000 feet of collapsed sewer pipe. The Inspector contacted the Wastewater Plant Operator, Mr. Terry Geaslin, for an update on the construction of the sewer pipe repair. Mr. Geaslin stated that by the next day December 21, 2007, all of the repairs would be completed; they only had approximately 10 feet of line to complete. The city had begun repairs on the sewer pipe on or about October 20, 2007. The Inspector was informed that the construction would cause some odors until the repair could be completed.

The Inspector called Carolyn Woodard on the same day that the Mayor was called. Ms. Woodard stated that she was satisfied with the Mayor's explanation, but she had called in a complaint, because she felt that the Mayor had waited too long to respond back to her as she had called the Mayor's office approximately 2 weeks previously concerning the odor complaint. She also stated that the odors were very less noticeable in the last few days. She was informed by the Inspector that all repairs should be completed by December 21, 2007. She stated that she was satisfied with the explanation and response.

FURTHER ACTION:

No further action is needed at this time, as the complainant was satisfied with the response and that most of the offensive odors had abated.

SIGNATURE: Mike Kennedy **Mike Kennedy**	DATE: December 27, 2007