ADEQ
ARKANSAS
Department of Environmental Quality

WATER DIVISION COMPLAINT REPORT

AFIN: **34-00059**	PERMIT #: **AR0020001**
COUNTY: **34 Jackson**	PDS #: **019370**

GPS LOCATION: LAT: **35.715095** LONG: **-91.211071**
☒ Discharge Site / ☐ General Area / ☐ Entrance

COMPLAINANT	COMPLAINT AGAINST
COMPLAINANT NAME: **Rita Burt**	COMPLAINT AGAINST: **City of Tuckerman**
MAILING ADDRESS: **105 Gracelawn Drive**	SITE ADDRESS:
CITY, STATE, ZIP: **Tuckerman AR 72473**	MAILING ADDRESS: **P.O. Box 1068**
PHONE & EXT: / FAX: **810-241-2754** /	CITY, STATE, ZIP: **Tuckerman AR 72473**
EMAIL:	PHONE & EXT: / FAX: /
RESPONSE REQUESTED BY COMPLAINANT: **Yes**	EMAIL:

HOW WAS COMPLAINT RECEIVED BY ADEQ: **PHON**

ADEQ = ADEQ Personnel | EML = E-Mail | FAX = Fax | LTR = Letter
PERS = Personal Contact | PHON = Telephone | WEB = ADEQ Website

PERSON RECEIVING REPORT: **Sarah Frasher**	DATE: **10/21/2015**	SUPERVISOR REFERRAL:	DATE:
MEDIA SUPERVISOR REFERRAL:	DATE:	RECEIVING INSPECTOR: (ID & Name) **112347 Sarah Frasher**	DATE: **10/23/2015**

DETAILED DESCRIPTION OF COMPLAINT

Ms. Burt called on behalf of her aunt, Ruth Reynolds, on October 20, 2015 to report raw sewage leaking onto her property (105 Gracelawn Drive) and behind the Riverview Apartments in Tuckerman, AR. The complainant stated that the incident occurs 2-3 times a week, in which she has notified the City of Tuckerman about the leakage with no results.

DETAILED LOCATION

Release is located at the manhole between 105 Gracelawn Dr. and the Riverview Apartments (35.715095, -91.211071).

PREVIOUS COMPLAINTS: **No** DATE(S):

FOLLOW-UP ON COMPLAINT

NUMBER OF SITE VISITS: **1** DATES: FIRST **10/21/2015** SECOND THIRD

PHOTOS TAKEN: **Yes**	DISCHARGE TO WATER OF THE STATE: **No**	SAMPLES COLLECTED: **No**

NAME OF WATERBODY: **N/A**

FAYETTEVILLE SHALE RELATED: **No**	FAYETTEVILLE SHALE VIOLATIONS: **No**

INVESTIGATION & ACTION TAKEN

On the afternoon of October 21, 2015, Brent Walker and I investigated the site behind the Riverview Apartments. A manhole was observed with a sewage smell and dried solids around the cover and on the ground. We uncovered the manhole and observed a buildup of solids that was restricting water flow. We talked to Ms. Reynolds about the investigation and she stated that the City of Tuckerman has failed to fix the problem on numerous occasions.

We contacted ADH about the complaint for any new information on the morning of October 22, 2015. We were informed of the same complaint and referred to ADEQ. We contacted Mr. Heath Vaughan, contact person for the City of Tuckerman wastewater, regarding the complaint on October 22, 2015. He stated that he had just received a phone call notifying him of the sewer overflow. Mr. Vaughan stated that he would check on the situation and give us a call back. Later that afternoon, Mr. Vaughan called to let us know that the problem was due to a force main discharging to the manhole resulting in a surcharge and ultimately an overflow. He stated that plans would be put in place to divert some of the wastewater to a different part of the system. He also stated that this and all future overflows would be reported as required by the NPDES permit.

A letter and Reconnaissance Inspection Report # 087310 was sent to the Mayor of Tuckerman.

REFERRED: **No**	TO WHOM:	DATE REFERRED:

RESPONSE TRACKING		
RESPONSE REQUESTED: **Yes**	RESPONSE PROVIDED: **Yes**	RESPONSE PROVIDED DATE: **10/23/2015**
BY WHOM?(ID and Name): **112347 Sarah Frasher**	ASSIGNED TO? (ID and Name):	
RESPONSE COMMENT: **Called Ms. Reynolds and Ms. Burt and informed them of the above information.**		
INSPECTOR: **Sarah Frasher**		DATE: **10/23/2015**
SUPERVISOR: **Jason Bolenbaugh**		DATE: **10/23/2015**

Revised: 5/13/2013