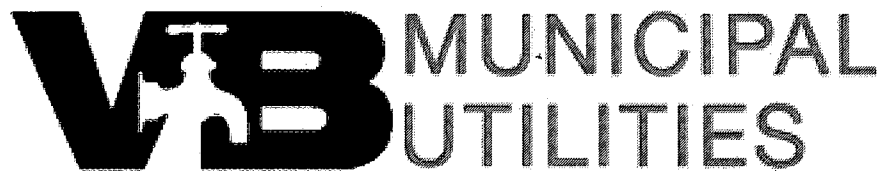


Commission:
C.E. Dougan
John Barnwell
J.W. Floyd
Jim Williamson
Todd Young



Attorney
Paul Gant
Engineer
Larry Weir
Secretary
Kathy Geppert

“Providing Water, Sewer, and Sanitation Services”
2806 Bryan Road / P.O. Drawer 1269
Van Buren, Arkansas 72957
479-474-5067 / Fax 479-471-8969
Van Buren Municipal Utilities

April 9, 2015

Sandra Farmer, Environmental Enforcement Analyst
ADEQ-Water Enforcement Branch
5301 Northshore Drive
North Little Rock, Arkansas 72118

Re: NPDES Permit No.: AR0021482, AR0040967; AFIN 17-00062
CAO LIS 13-088

Dear Ms. Farmer:

In response to your letter dated March 23, 2015, please find the attached revision to the stated timeframe for project completion, to be added as an appendix to the Sanitary Sewer System Evaluation Study;

Appendix F
Expanded SSES Milestone Schedule

Also, please find the attached customer handout pertaining to sanitary sewer backups;

FACTS ABOUT SEWER BACKUP INCIDENTS

This handout is inserted in customer billing one time annually. The handout is also provided to new customers along with other information pertaining to water, sewer, and sanitation services, additionally; the handout can be viewed online at <http://www.vbmu.org/sewer-backup-information> and <http://www.vbmu.org/faq>. The specific type of information included in the handout was composed as a result of past experiences, incidents, and customer interactions relating to sewer back-ups/overflows. The handout is intended as an educational tool to benefit the customer, the general public, and the Van Buren Municipal Utilities by educating the public regarding possible causes of sewer back-ups/overflows, the potential effects of a sewer back-up/overflow, actions

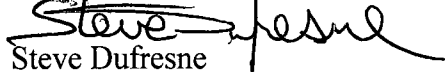
April 9, 2015

Sandra Farmer, ADEQ-Water Enforcement Branch

that the customer should take when a sewer back-up/overflow is observed, and how to help prevent sewer back-ups/overflows. The handout has been provided to customers for the past ten (10) consecutive years. While it is difficult to quantify, we have received positive feedback and believe that the outreach approach is making a positive impact on the community, our facilities, and our operations and practices.

If you have any questions or need further information please let me know.

Sincerely,



Steve Dufresne
Director of Utilities

Cc: File
Darel Manus, VBMU
Barry McCormick, HWEI
Josh Durham, HWEI
Larry Weir, VBMU Commission Engineer

Sewer back-ups are an unfortunate, but common, problem in any city or town which has a public wastewater system. Although municipal utilities departments make every effort to prevent such incidents, they still occur. The following information is offered to help property owners/occupants understand why sewer back-ups happen, how to help prevent them, and what steps could be taken if a sewer backup affects your home/building.

What causes sewer back-ups?

- Sewer overflows/back-ups can be caused by a number of factors and usually involve sewer line blockages in either the City's main sewer line or the home/building sewer service line (line between building and the City's main sewer line). In home/building sewer systems, the main causes of blockages/back-ups are the accumulation of grease, roots, hair, or solid materials such as diapers, sanitary napkins, and/or other materials that are too large for the pipes to handle. Such materials may cause major blockages/back-ups in the City's main sewer lines as well as in the home/building's sewer service lines.
- A frequent cause of blockages/back-ups within the City's wastewater system is vandalism. Leaves, sticks, rocks, bricks, trash and debris and many other items have been found in manholes and have caused major damage to the City's wastewater system. We hope you will report observations of any such activity.

How could a sewer back-up affect me?

- If the back-up occurs in the City's wastewater system, the sewer will normally overflow out of the lowest possible opening, which is usually a manhole, however; in some homes/buildings, especially those with basements or where the lowest level is on the same elevation or lower than the nearest sewer manhole, the sewer could potentially overflow through the home/building's drains and toilets.

What can I do if a sewer back-up occurs at my home/building?

- Take action to protect people and valuable property, set furniture etc up off of the floor on cans, blocks etc.
- Keeping in mind that plumbing fixtures can be fragile, quickly close all drain openings with stoppers or plugs. A string mop may be used to help plug toilet openings.
- Do not run any water down the drains until the blockage has been cleared.
- Call the Van Buren Municipal Utilities immediately at 479-474-5067 – after normal business hours, leave your name, address, phone number, and a brief message and the on-call personnel will respond.
- If the problem is in the home/building's sewer service line, it will be your responsibility to have it unstopped.

If I call the Van Buren Municipal Utilities, what will they do about a sewer blockage/back-up on my property?

- You will be asked questions about the blockage/back-up time of occurrence, location, etc.
- VBMU personnel will check for and immediately clear blockages in the City's main sewer line.
- If the City's main sewer line is not blocked, you will be advised to call a plumber or sewer service to check the home/building sewer service line. Maintenance and repair of the home/building plumbing system is your responsibility.
- To minimize damage and negative health effects, you should arrange for cleanup of the home/building as soon as possible. There are qualified businesses that specialize in this type of cleanup.

**TO REPORT WATER OR SEWER PROBLEMS CALL 474-5067
AFTER HOURS LEAVE YOUR NAME, PHONE NUMBER, LOCATION, AND A BRIEF
DESCRIPTION OF THE PROBLEM**

Is there anything I can do to prevent sewer backup into my home?

- Avoid putting grease down your garbage disposal or household drain. It can solidify collect debris, and accumulate in City sewer lines, or build up in your own sewer system.
- Never flush disposable diapers, sanitary napkins, or paper towels down the toilet. They could stop up your sewer lines, damage your sewer system, and/or stop up City sewer lines.
- Make sure there is an accessible cleanout on the home/ building's sewer service line. Many times, cleanouts become hidden or buried over the years. If your home/building does not have a cleanout, one should be installed. If there is a sewer cleanout accessible, Van Buren Municipal Utilities personnel will be able to determine whether the blockage is in the home/building's sewer line or in the City's main sewer line. If the blockage is in the City's main sewer line, VBMU personnel will remove it and end the back-up. If the blockage is in the building's sewer line, you will be responsible for having the blockage removed.
- Do not plant shrubs or trees near sewer lines. Roots of shrubs or trees near the building's sewer service line or the City's main sewer line can damage the lines and/or cause blockages and back-ups.
- If the lowest level of your home/building is below ground level, such as a basement, or if the elevation of the floor is at or below the elevation of the nearest sewer manhole, the home/building could potentially be affected by a sewer back-up. One way to prevent a sewer back-up into these areas is to install a "back-flow valve", also known as a "check valve", on the building's sewer service line. For further information about preventive measures, contact a licensed plumber or a plumbing supply dealer.

What does the Van Buren Municipal Utilities do to prevent this problem?

- Every attempt is made to prevent blockages and back-ups in the public wastewater collection system before they occur. Sewer lines are designed to help prevent accumulation and blockages. In addition, we have maintenance crews that are devoted to inspecting and cleaning the public wastewater lines throughout the City on a regular schedule. Degreasing chemicals and root control chemicals are also injected into City main sewer lines in areas that are prone to stoppages. Deteriorated City main sewer lines are replaced as funds become available. Even with our maintenance schedule and improvement program, sewer back-ups are often beyond the City's control. Most back-ups that occur are confined to the City's wastewater system, rather than backing up into a home/building.

Will my insurance cover damage to my home/building or property resulting from a sewer back-up?

- In the majority of cases, a special rider will need to be added to your insurance policy to cover damages related to sewer back-ups or water damage. This optional coverage is usually not very expensive, but you must request that it be added to your insurance policy. It is recommended that you check with your insurance agent about this policy provision.
- Like the majority of municipalities in the country, the Van Buren Municipal Utilities cannot assume financial responsibility for damages resulting from sewer back-ups. Most blockages and back-ups are related to conditions that are beyond the City's control. That is why it is extremely important that property owners and/or building occupants confirm that they are adequately insured, particularly if areas of the home/building are at a low level. Call your insurance agent to inquire about this type of coverage.

**TO REPORT WATER OR SEWER PROBLEMS CALL 474-5067
AFTER HOURS LEAVE YOUR NAME, PHONE NUMBER, LOCATION, AND A BRIEF
DESCRIPTION OF THE PROBLEM**

Appendix F

Expanded SSES Milestone Schedule

Capacity, Management, Operations, and Maintenance Program

Van Buren Municipal Utilities

April 8, 2015

Capacity, Management, Operations, and Maintenance Program
 Van Buren Municipal Utilities
 Appendix F - April 8, 2015

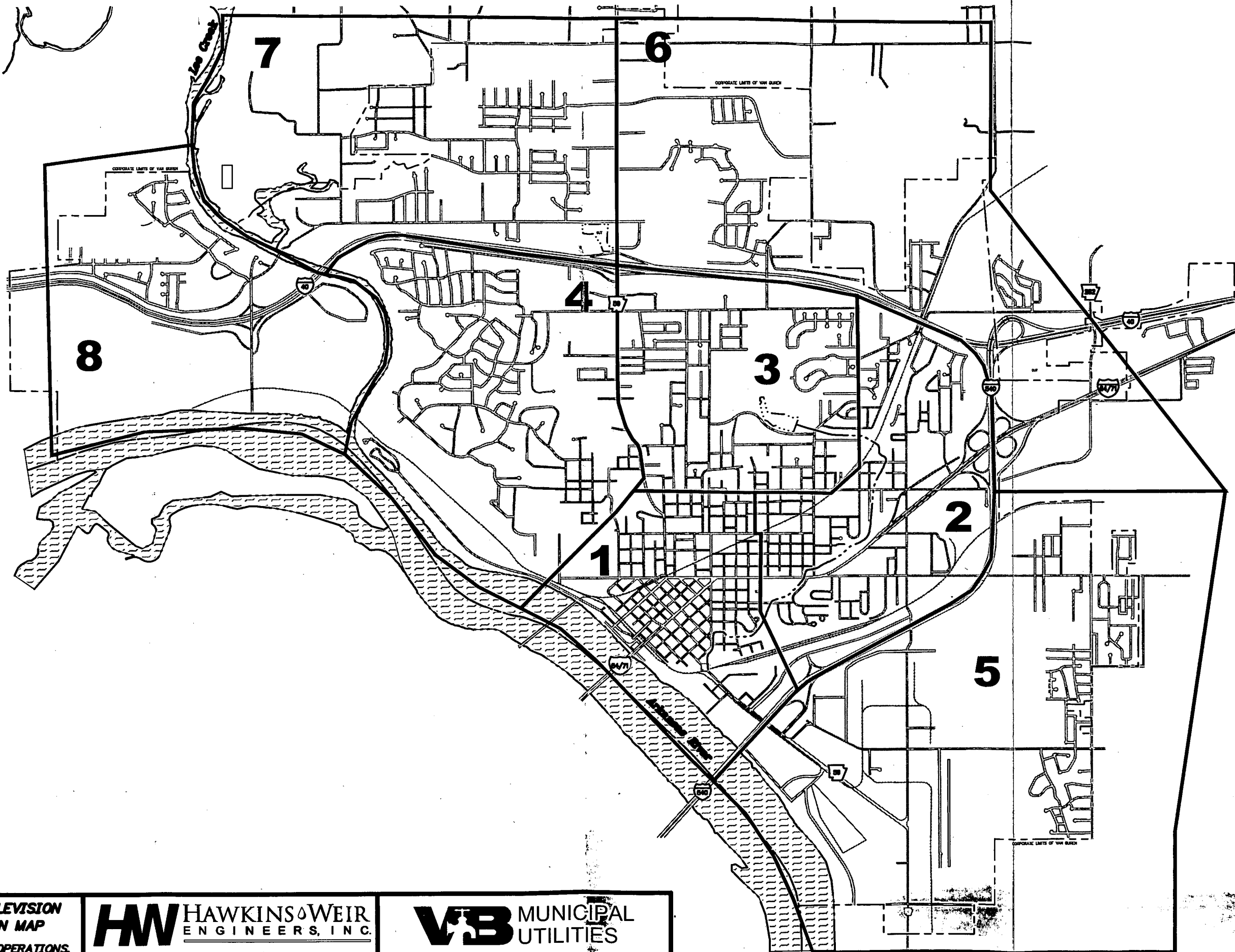
Table F.1 - Expanded SSES Milestone Schedule

Milestone Item	Program Budget	Milestone Date	Date Completed
Chemical Root Control	\$25,000	Annually	
Manhole Inspections	\$25,000	Annually	
<i>Inspect Initial 1,200 Manholes</i>	<i>\$120,000</i>		<i>January 21, 2015</i>
Inspect 800 Additional Manholes		December 31, 2019	
Inspect Remaining Manholes		December 31, 2022	
Reinspect 1,000 Manholes - Starting with Manholes Previously Classified in Poor Condition		December 31, 2027	
Reinspect 1,000 Manholes - Manholes Previously Classified in Fair Condition		December 31, 2032	
Reinspect Remaining Manholes - Manholes Previously Classified in Good Condition		December 31, 2035	
Temporary Flow Monitoring	\$50,000	Annually	
<i>Install and Monitor Initial 12 Sites for 6 Months</i>	<i>\$128,000</i>		<i>October 31, 2013</i>
Parkview Drive/Woodrow Street Gravity Sewer	\$1,450,000	December 31, 2024	
Begin Design		January 1, 2023	
Advertise For Bids		October 1, 2023	
Complete Construction		December 31, 2024	
Clean and Inspect (CCTV) All Gravity Sewers in Older Sections of the Collection System	\$1,000,000	December 31, 2025	
<i>Clean and Inspect Initial 100,000 LF of Gravity Sewer</i>	<i>\$223,000</i>		<i>January 21, 2015</i>
Clean and Inspected CCTV Basin 1		December 31, 2018	
Clean and Inspected CCTV Basin 2		December 31, 2020	
Clean and Inspected CCTV Basin 3		December 31, 2023	
Clean and Inspected CCTV Basin 4		December 31, 2025	
Construct City Park Pump Station Upgrade	\$1,550,000	December 31, 2030	
Begin Design		June 30, 2027	
Advertise For Bids		March 31, 2028	
Complete Construction		December 31, 2030	
Priority Manhole Replacement or Rehabilitation (Condition 1), 100 manholes	\$600,000	December 31, 2035	
Repair 25 Manholes		December 31, 2018	
Repair 25 Manholes		December 31, 2022	
Repair 25 Manholes		December 31, 2028	
Repair 25 Manholes		December 31, 2032	
Priority Sewer Line Repairs (Condition 1), 6,600 LF	\$1,400,000	December 31, 2035	
Repairs in Basin NDX - Approximately 1,800 LF		December 31, 2021	
Repairs in Basin SAI - Approximately 700 LF		December 31, 2023	
Repairs in Basin SAX - Approximately 1,600 LF		December 31, 2027	
Repairs in Basin SBX - Approximately 1,000 LF		December 31, 2031	
Repairs by Pipe Bursting and CIPP - Approximately 1,500 LF		December 31, 2035	

Table F.1 - Expanded SSES Milestone Schedule

Milestone Item	Program Budget	Milestone Date	Date Completed
Construct City Park Gravity Sewer Improvements	\$920,000	December 31, 2035	
Begin Design		January 1, 2023	
Advertise For Bids		October 1, 2034	
Complete Construction		December 31, 2035	
Clean and Inspection (CCTV) All Gravity Sewers in Newer Sections of the Collection System	\$1,000,000	December 31, 2035	
Clean and Inspected CCTV Basin 5		December 31, 2028	
Clean and Inspected CCTV Basin 6		December 31, 2030	
Clean and Inspected CCTV Basin 7		December 31, 2033	
Clean and Inspected CCTV Basin 8		December 31, 2035	

Note: Completed projects are shown in italics.



HAWKINS ENGINEERS, INC. PROJECTS: 2013, 2014, 2017, VAN BUREN, SEWER/CCTV, EASTING, DWS - 4/9/2015 8:12 AM - MIKE HEINSON - LAYOUT

**CLOSED-CIRCUIT TELEVISION
(CCTV) INSPECTION MAP**
**CAPACITY, MANAGEMENT, OPERATIONS,
AND MAINTENANCE PROGRAM**
 FOR: VAN BUREN MUNICIPAL UTILITIES

**HW HAWKINS & WEIR
ENGINEERS, INC.**
 110 South 7th Street • Van Buren, Arkansas 72956 • (479) 474-1227
 211 Natural Resources Drive • Little Rock, Arkansas 72205 • (501) 374-4846
www.hawkins-weir.com

**VB MUNICIPAL
UTILITIES**
 2806 Bryan Road • Van Buren, Arkansas
 (479) 474-5067



Recycle



UNITED STATES POSTAGE



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APR 09 2015

MAILED FROM ZIP CODE 72956

**VB MUNICIPAL
UTILITIES**

2806 Bryan Rd. • Van Buren, AR 72956

ADEQ- Water Enforcement Branch
Attn: Ms. Sandra Farmer
5301 Northshore Drive
North Little Rock, Arkansas 72118

