



# Springdale Water Utilities

526 Oak Avenue P.O. Box 769 Springdale, Arkansas 72765-0769 479-751-5751

January 31, 2020

Gavin Gray, Enforcement Analyst  
Office of Water Quality, Enforcement Branch  
Arkansas Department of Environmental Quality  
5301 Northshore Dr.  
North Little Rock, AR 72118-5317

RE: NPDES Permit Number AR0022063, AFIN 72-00003  
Permitted Effluent Limitation Violations

Dear Mr. Gray:

This is in response to your letter dated December 16, 2019. Pursuant to it, we refer you to the attachments to Springdale Water Utilities DMR on CDX for September 2018 and copy of information sent to Mr. Richard Healey, Enforcement Manager, ADEQ.

As a follow-up to the information submitted at that time:

- No source of toxicity has been identified despite aggressive and extensive investigation by Springdale Water Utilities' award-winning Industrial Pretreatment staff. No further toxic events have occurred and subsequent Table II, Table III, and biomonitoring analyses have yielded excellent results. Staff continues to monitor microorganisms to provide baseline information and to ensure rapid identification of possible future toxic events to mitigate their impact.
- There were no Ammonia as Nitrogen effluent limit violations in the 10+ years before, and there have been no Ammonia as Nitrogen effluent limitation violations in the 15 months subsequent to the violations reported in September 2018.
- Substantial investments in pretreatment systems by local industrial users have resulted in significant reductions in organic loadings to Springdale's WWTF. Although daily flows remain about the same, loadings have become consistently low enough to run 3 process trains instead of 4 since early June 2019. In addition, SWU has invested in the equipment and supplies necessary to run COD analyses, ensuring more rapid identification of changes in loading to the facilities.
- A five year strategic planning session in July 2019 resulted in recommendations including the development of a comprehensive master plan starting in 2020 for the WWTF by a consulting engineering company to expand the scope of plans completed in 2019, and the request and receipt of a significant water and sewer rate increases which went into effect on January 1, 2020 following approval by Springdale's City Council in October 2019. Both will ensure the funding and vision to maintain the capacity and capability of Springdale Water Utilities' treatment processes to successfully treat wastewater and consistently meet permitted effluent limitations.

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Springdale Water Utilities continues to provide programs to educate the public. In 2019 alone, nearly 1000 people were given guided tours of the WWTF. SWU continues to maintain a strong Industrial Pretreatment Program. In addition, we have a successful outreach and education program focused on council members and other politicians to increase awareness and understanding of the importance of funding, supporting, and protecting our water and wastewater systems.

The additional recommendations made in your letter will be given serious consideration. Should you have any questions concerning our response and measures taken to eliminate or prevent the occurrence of violations, please feel free to contact me at 479-751-5751, or you may email me at [hward@springdalewater.com](mailto:hward@springdalewater.com).

Sincerely,

A handwritten signature in cursive script that reads "Heath A. Ward".

Heath A. Ward  
Executive Director  
Springdale Water Utilities

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Springdale Water Utilities  
P. O. Box 769  
Springdale, AR 72765-0769



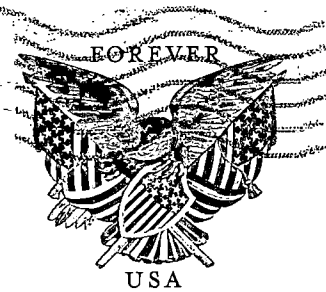
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