



CITY OF HOT SPRINGS

Utilities Department

780 Adams Street

Hot Springs, Arkansas 71901

June 24, 2022

Mr. Michael Tillman
Water Enforcement Branch
U.S. EPA Region 6
1201 Elm Street, Suite 500
Dallas, Texas 75270-2102

VIA EMAIL

RE: Citizen Complaint | 102 Forrest View Ct, Hot Springs, AR
Manhole No. 12242 SSO

Mr. Tillman,

Below is a copy of Ms. McCoig's original complaint to Mr. Arel Simpson, USCOE.

From: Jerlene McCoig <jmccoig501@aol.com>
Sent: Monday, May 30, 2022 6:11 PM
To: Simpson, Arel D CIV USARMY CEMVK (USA) <Arel.D.Simpson@usace.army.mil>
Subject: [Non-DoD Source] Pictures and info at 102 Forest View Ct. Hot Springs, AR 72103 .

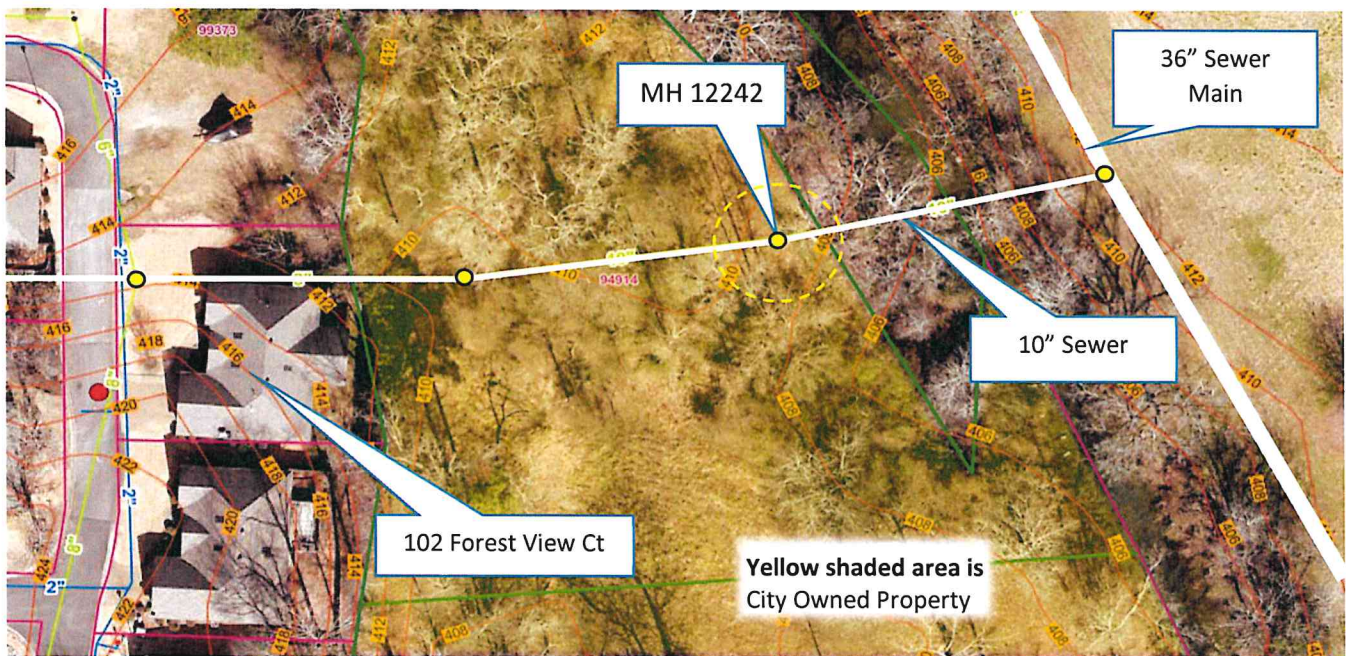
I will attempt to resend some of the first pictures as attachments and that will be about the first 2 pages. I walked the path down by the ditch to the HS creek and then almost to TV hill. I wore high boots, but did not see a snake, just ticks. I will tell you I was quite surprised at many things I saw and tried to get pictures of a lot of these. A friend walked with me with a cane to get through the weeds and trash. I can tell you for certain that they did not build this road to check on the sewer clean outs. I know after they put that rock in and it started washing the ditch so bad and the guy from the waste water said they did it to check on these and that was a lie. I saw them go in a few times and then the city put up huge rocks in front, so no one could go back there and they certainly did not. No one could drive back there if they wanted to and with what I found they certainly needed to. It is all grown up and trees are down everywhere. The ones leaning, we had to crawl under. This is one big mess that these city employees have made. Put in a road and changed the way the water flowed and the flowing water uncovered a dump and washed each side of the ditch. All these trees close to ditch will die just like the other ones I saw in my travel. I was shocked at the shape everything was in! The biggest shock was when we got close to where the ditch along my property and Hot Springs Creek run together, you will see from the pictures and when you are here from the horrible smell that one or more of the sewer covers is letting raw sewage into Hot Springs Creek and then this runs into Lake Hamilton. The guy with me almost got sick enough to throw up with the stuff flowing down to the creek and the smell was almost too much. It is horrible. I would think everything that has been done here is illegal. A road on someone else's property that changed the course of the water and now I find out RAW sewage is spilling into Hot Springs Creek and then into Lake Hamilton, an area for water sports. I could not believe it. The smell started near where the sewage was leaking to the area around or past the waste water plant. Could not get a picture of the plant itself, just can see it on one of the pictures through the trees. Something has to be done about this problem. These guys need to be fired for letting all this happen. This is dangerous. I am sending a PDF file attached to this and then the pictures will be put on several pages as attached jpegs. I will try to put 5 per page. I have many more, but tried to send the main ones. I will first send the ones that you may have some already and then the new ones that I took yesterday. It is pretty dry in the ditch and where the sewer has been flowing out, but imagine how this looks in a big rain. There were pieces of material, etc. up about 2 1/2 to 3 feet into the trees, so that would mean all that raw sewage was that high during heavy rains. Thanks for your help on this.

*Sincerely,
Jerlene McCoig
102 Forest View Ct.
Hot Springs, AR 71913*

The photos Ms. McCoig provided were from a previous SSO that Hot Springs Utilities was not aware of. The “road” (on the vacant lot adjacent to 102 Forest View Ct.) that she refers to is a rough access to MH 12242. Currently, the Parks and Trails Department is getting ready to bid an extension of the City’s Greenway Trail, to be constructed on the wooded area behind her house, which is City owned property. Ms. McCoig objects to having the trail behind her home. The “rock” she refers to was gravel to provide a firmer surface for a truck to get closer to the manholes in the wooded area behind the lots. Anthony Whittington, Parks and Trails Director, along with Mike Graulau, Stormwater Manager, and Ron Sievwright, Public Works Director, met with Ms. McCoid about her concerns regarding the drainage at the back of her property. Their inspection determined that the drainage was not affected by the access road or trail construction. Her home is constructed in the lowest part of the subdivision and actually lies within the flood zone. If anything, the construction of the Greenway Trail extension will only serve to improve the drainage behind her home as well as access to the sewer manholes.

Our crews went to the site, waded the creek and cleaned the debris upstream and downstream from the overflow as well as spread lime and disinfected. The overflow was the result of heavy rainfall events. The main is flowing. Manhole 12242 does not overflow on a regular basis. However, multiple 4” to 5” events or pump failure at the Hot Springs Creek Pump Station will result in a sanitary sewer overflow at this site.

As you can see from the aerial below, the area around MH 12242 is wooded, making access difficult. After we put some gravel down to create the access, someone placed large rocks to block our access.



Aerial View of City Property Behind 102 Forest View Court

We are preparing to spend \$2 million on Hot Springs Creek pump station improvements. Engineering is in the planning and design phase. The station is designed for three pumps and a backup diesel pump. Currently, one of the three pumps is out for rebuild. We are informed that lead-time on parts is six months.

As you will see from the attached email chains, the complaint has made the rounds. To my knowledge, Ms. McCoig did not contact the City with her concerns before contacting Mr. Simpson. I have included the SSO report we filed on a June 10, 2022 for MH 12242. Hot Springs Utilities was not aware of the SSO event until Ms. McCoig’s complaint was referred to Arkansas Energy & Environment | DEQ. We responded promptly and in compliance. We followed up with water quality assessment measures and all appropriate cleanup measures.

The site was inspected by Arel Simpson from the U.S. Corps of Engineers and a representative from Arkansas Energy & Environment | DEQ. We are informally told that the access road does not cause the drainage issue of concern to Ms. McCoig. He did point out a few minor things unrelated to our cleanup effort. Our crew has already taken care of those items. DEQ has no issues with the cleanup.

Should you have further questions, please contact me at (501)651-7730 or by email at mledbetter@cityhs.net.

Sincerely,



Monty Ledbetter
Hot Springs Utilities Director

Cc: **City of Hot Springs** | Bill Burrough; Lance Spicer; Denny McPhate; Bobby Harris; Shawn Davis; Andrew Whittington; Michael Hill; Aaron Graulau; Ron Sievwright;
Arkansas Energy & Environment | Kerri McCabe; Richard Healey, Jason Bolenbaugh; Tammie Hynum
Arkansas Department of Health | Terry Paul; James Kisner; Ryan Christensen; Kenneth Kelly; Ric Mayhan; William Sims; Lance Jones; Craig Corder; Robert Reaves; Shada Roberts

Attachments:

- SSO Reports, submitted on time
- Laboratory Results for Water Quality Assessment
- Email Chains
- Post Cleanup Photos showing disbursement of lime



CONFIRMATION NUMBER

9b155d1-cfa4-45e8-9a48-9b62347a4cab

(NOTE: You will need this number should you ever need to contact ADEQ concerning this report)

Date/Time Overflow Range

*Date Overflow Began:

6/10/2022

*Time:

8:30 am

Date Overflow Ended:

6/10/2022

Time: 7:30 pm

Facility/Permit Information

*Facility Name:

Hot Springs Wastewater

*Permit Number:

AR0033880

Location Information

Provide address and manhole number if numbered. Include where the overflow went into a yard, ditch, stream, storm sewer, building, or other. Be specific as possible.

overflowed

106 Forest View Ct. Manhole # 12242 overflowing into Hot Springs Creek.

Description of Problem (check all items that apply)

Type of Overflow

- Manhole Overflow, Lift Station Overflow, Main Line Overflow, Service Line Overflow, Other

Cause of Overflow

- I & I - Rainfall, Roots, Grease, Debris, Equipment Failure

- Construction, Vandalism, Power Failure, Line Failure/Break, Other

Volume of Overflow: 132000

Impact of SSO Overflow Incident

SSO Reached Receiving Water (river,stream)

Environmental Damage (check all items that apply)

- OEHC - Observed or Evidence of Human Contact, OEI - Observed or Evidence of Environmental Impact, EFK - Evidence of Fish Kill Manhole, NEAH - No Evidence of Adverse Health/Environmental Impact

Action Taken (check all items that apply)

Short term and long-term action, including clean-up and any plans to remediate I & I.

Raked & Picked up Debris

- Machine Rodded, Jet-Vac, Hand Rodded, Used Generator to Power Pumps/Equipment, Disinfected and Deodorized, Hydro Cleaned, Spread Lime on Affected Area, Public Notification, Other: Still overflowing at this time.

Reported By

"I certify" under penalty of law that this document and all attachments were prepared under my direction or supervision in accordance with a system designed to assure that qualified personnel properly gather and evaluate the information submitted. Based on my inquiry of the person or persons who manage the system, or those persons directly responsible for gathering the information, the information submitted is, to the best of my knowledge and belief, true, accurate, and complete. I am aware that there are significant penalties for submitting false information, including the possibility of fine and imprisonment for knowing violations.

Name: Shawn Davis
Title: Sewer Collection Manager
Phone: 5016236981

Email a Copy of This Report to the Email Address: sdavis@cityhs.net

Additional Comments



CITY OF HOT SPRINGS

Davidson Wastewater Treatment Plant

320 Davidson Drive Hot Springs, Arkansas 71901

Phone: (501) 621-5041

SSO ANALYSIS REPORT

Location of event: Hot Springs Creek

Sample collection date: 6/15/22

Samples analyzed for E. Coli.

ANALYSIS RESULTS

Upstream: E. Coli – 214.3 cfu per 100mls

102 Forest View Ct.: E. Coli – 261.3 cfu per 100mls

Midway: E. Coli – 214.2 cfu per 100mls

Confluence w/ Lake Hamilton: E. Coli – 156.5 cfu per 100mls

Amanda Cates
Laboratory Manager

Harold Mauldin
Facilities Operations Manager
City of Hot Springs

EMAIL CHAIN ONE

RE: Jerlene McCoid Sewage Complaint

From: McCabe, Kerri <MCCABE@adeq.state.ar.us>

Sent: Monday, June 13, 2022 9:06:13 PM

To: Monty Ledbetter <MLedbetter@cityhs.net>

Subject: FW: Sewage Complaint

EXTERNAL SENDER. DO NOT click links, or open attachments, if sender is unknown, or the message seems suspicious in any way. DO NOT provide your user ID or password!

FYI

Ms. Kerri McCabe | Inspector Supervisor

Division of Environmental Quality | **Office of Water Quality**

Compliance Branch

775 Hwy 201 N, Ste A, PO Box 442 | Mountain Home, AR 72654-0442

t: 870.424.3322 ext. 3 | c: 501.352.5641 | e: mccabe@adeq.state.ar.us



ARKANSAS
ENERGY & ENVIRONMENT

From: Bolenbaugh, Jason

Sent: Monday, June 13, 2022 2:53 PM

To: McCabe, Kerri

Subject: FW: Sewage Complaint

Information only on the Hot Springs complaint EPA sent us. Terry Paul and ADH have been in this complaint as well. I forgot to copy you on the email I sent him from Tammie Hynum's referral.

Jason R. Bolenbaugh | Compliance Branch Manager

Division of Environmental Quality | **Office of Water Quality**

5301 Northshore Drive | North Little Rock, AR 72118

t: 501.682.0659 | c: [501.766.8153](tel:501.766.8153) | e: bolenbaugh@adeq.state.ar.us



ARKANSAS
ENERGY & ENVIRONMENT

From: Bolenbaugh, Jason

Sent: Monday, June 13, 2022 2:50 PM

To: 'Terry Paul'; Hynum, Tammie

Cc: Healey, Richard
Subject: RE: Sewage Complaint

Thank you.

Jason R. Bolenbaugh | Compliance Branch Manager
Division of Environmental Quality | Office of Water Quality
5301 Northshore Drive | North Little Rock, AR 72118
t: 501.682.0659 | c: [501.766.8153](tel:501.766.8153) | e : bolenbaugh@adeq.state.ar.us



ARKANSAS
ENERGY & ENVIRONMENT

From: Terry Paul [<mailto:Terry.Paul@arkansas.gov>]
Sent: Monday, June 13, 2022 2:31 PM
To: Bolenbaugh, Jason; Hynum, Tammie
Subject: FW: Sewage Complaint

Latest from our side.

Terry

From: Shada Roberts <Shada.Roberts@arkansas.gov>
Sent: Monday, June 13, 2022 2:29 PM
To: Robert Reaves <Robert.Reaves@arkansas.gov>
Cc: Terry Paul <Terry.Paul@arkansas.gov>; Lance Jones <Lance.Jones@arkansas.gov>; Craig Corder <Craig.Corder@arkansas.gov>
Subject: RE: Sewage Complaint

Hot Springs personnel I spoke with was Jeff Palmer (Supervisor), he did speak with Shaun Davis (Gravity Main supervisor) and called me back at 2:25PM on June 13, 2022. Shaun Davis said he'd spoke with someone from our office at about 10:30 AM this morning (see below, I am guessing that would be Ken when he spoke with him and send an email about that conversation). Jeff Palmer said Shaun Davis told him it had been reported, the area had been cleaned up, the gravity main was flowing, and the rock was on the manhole lid probably due to water moving it there during a high flow event. However, I was told that the cleanup has been completed and the situation has been handled.

Please let me know if there if further information needed.

Thank you,
Shada

From: Robert Reaves <Robert.Reaves@arkansas.gov>
Sent: Monday, June 13, 2022 1:59 PM
To: Shada Roberts <Shada.Roberts@arkansas.gov>
Subject: FW: Sewage Complaint

Shada,

Please contact Hot Springs Sewer (501-321-6200 or 501-624-6528) and get information on the 4 items Craig mentioned. Please email me, Craig, Lance, and Terry Paul what you find out.

Thanks,

Robert Reaves

From: Craig Corder <Craig.Corder@arkansas.gov>
Sent: Monday, June 13, 2022 1:48 PM
To: Robert Reaves <Robert.Reaves@arkansas.gov>
Cc: Lance Jones <Lance.Jones@arkansas.gov>; Terry Paul <Terry.Paul@arkansas.gov>
Subject: FW: Sewage Complaint

Robert,

Please have someone follow up on this with Hot Springs.

1. Has the overflow been cleaned up?
2. Was there a blockage and if so, is the sewer main open and flowing now?
3. Does this main routinely surcharge and/or overflow?
4. Why is there a large rock on top of the manhole?

Craig

From: Terry Paul <Terry.Paul@arkansas.gov>
Sent: Monday, June 13, 2022 1:38 PM
To: Lance Jones <Lance.Jones@arkansas.gov>; Craig Corder <Craig.Corder@arkansas.gov>
Subject: FW: Sewage Complaint

FYI,

Do we need to follow up on this one?

Terry

From: Ric Mayhan <Ric.Mayhan@arkansas.gov>
Sent: Monday, June 13, 2022 11:46 AM
To: Terry Paul <Terry.Paul@arkansas.gov>
Cc: William Sims <William.Sims@arkansas.gov>
Subject: FW: Sewage Complaint

Ken just sent this update.

I spoke with Shaun Davis with sewer dept, they are aware that infiltration and overflow occurred. He informed me "sso to deq" has occurred. I asked what that meant in layman's terms, and he informed me that they must report spills to DEQ, and have with this situation.

Ken Kelly

Arkansas Department of Health
Area IV State Plumbing Inspector
1425 Malvern Ave
Hot Springs, Ar 71901
501-580-3920
Kenneth.Kelly@arkansas.gov



From: Ric Mayhan
Sent: Monday, June 13, 2022 11:29 AM
To: Terry Paul <Terry.Paul@arkansas.gov>
Cc: William Sims <William.Sims@arkansas.gov>; Ken Kelly <Kenneth.Kelly@arkansas.gov>
Subject: RE: Sewage Complaint

Ken contacted the complainant, she was at the casino, she was to send him photos and more info, didn't here from her until today. She sent the attached.
Friday, Ken tried to contact her. When he couldn't, he surveyed the area and found nothing. After receiving the photos indicating that this is a utility issue, I instructed Ken to contact the wastewater department to see, if this has been addressed and for him to resurvey the area to ensure that there are no more issues.

From: Terry Paul <Terry.Paul@arkansas.gov>
Sent: Monday, June 13, 2022 11:09 AM
To: Ric Mayhan <Ric.Mayhan@arkansas.gov>; Ken Kelly <Kenneth.Kelly@arkansas.gov>
Cc: William Sims <William.Sims@arkansas.gov>
Subject: RE: Sewage Complaint

Heard anything about this one? Terry

From: Ric Mayhan <Ric.Mayhan@arkansas.gov>
Sent: Wednesday, June 8, 2022 3:12 PM
To: Ken Kelly <Kenneth.Kelly@arkansas.gov>
Cc: William Sims <William.Sims@arkansas.gov>; Terry Paul <Terry.Paul@arkansas.gov>
Subject: FW: Sewage Complaint

From: Terry Paul <Terry.Paul@arkansas.gov>
Sent: Wednesday, June 8, 2022 2:14 PM
To: Ken Kelly <Kenneth.Kelly@arkansas.gov>; William Sims <William.Sims@arkansas.gov>; Ric Mayhan <Ric.Mayhan@arkansas.gov>
Cc: James Kisner <James.Kisner@arkansas.gov>; Ryan Christensen <Ryan.Christensen@arkansas.gov>
Subject: FW: Sewage Complaint

Can someone check on this? Thanks Terry

From: Ryan Christensen <Ryan.Christensen@arkansas.gov>
Sent: Wednesday, June 8, 2022 2:04 PM
To: James Kisner <James.Kisner@arkansas.gov>; Terry Paul <Terry.Paul@arkansas.gov>
Subject: RE: Sewage Complaint

Thanks James

From: James Kisner <James.Kisner@arkansas.gov>
Sent: Wednesday, June 8, 2022 1:58 PM
To: Terry Paul <Terry.Paul@arkansas.gov>; Ryan Christensen <Ryan.Christensen@arkansas.gov>
Subject: Re: Sewage Complaint

That area is serviced by Hot Springs City Sanitary Sewer. To my knowledge there are no septic systems in this area,

Sent via the Samsung Galaxy S10e, an AT&T 5G Evolution capable smartphone
Get [Outlook for Android](#)

From: Terry Paul <Terry.Paul@arkansas.gov>
Sent: Wednesday, June 8, 2022 12:59:04 PM
To: James Kisner <James.Kisner@arkansas.gov>; Ryan Christensen <Ryan.Christensen@arkansas.gov>
Subject: FW: Sewage Complaint

Load this one up! Thanks Terry

From: Hynum, Tammie <HYNUM@adeq.state.ar.us>
Sent: Wednesday, June 8, 2022 12:58 PM
To: Terry Paul <Terry.Paul@arkansas.gov>
Subject: Sewage Complaint

Terry,
Jerlene McCoid of Hot Springs, AR called today complaining about raw sewage "pooling" up and flowing around her property. She is located at 102 Forrest View Court in Hot Springs, AR. Her phone number is 501-888-2235. The sewage is also running into Hot Springs Creek and ultimately Lake Hamilton. She would appreciate someone from the Health Department investigate this area. She noted this is happening in a 55+ Retirement Community.
Thanks,

Tammie J. Hynum, CPM | Quality Assurance Manager
Division of Environmental Quality | Office of Land Resources
5301 Northshore Drive | North Little Rock, AR 72118
t: 501-682-0831 | c: 501-920-1538 | e: hynum@adeq.state.ar.us



ARKANSAS
ENERGY & ENVIRONMENT

EMAIL CHAIN TWO

RE: Jerlene McCoid Sewage Complaint

I received another email from Kerri please read all the emails including the one from Mike Tillman EPA. Bobby and Shawn please verify that this has been cleaned up and properly limed. Check up and down stream from this MH and make sure that they haven't overflowed. There will be an inspector here sometime next week walking this entire area we need to make sure that we do a thorough job on cleanup.

Lastly I'm requesting that you replace this manhole that is in the first picture with one of our new sealed manholes so this can be locked down. If there are any other manholes that are along this creek that are subject to flooding we need to replace them with sealed locking manholes.

Tuesday I will schedule some time to walk this area with you Bobby and Shawn to verify we're ready for inspection.

Monty Ledbetter
Utilities Director
City of Hot Springs

From: McCabe, Kerri <MCCABE@adeq.state.ar.us>

Sent: Thursday, June 16, 2022 12:53 PM

To: Monty Ledbetter <MLedbetter@cityhs.net>

Subject: FW: Sewage Overflows Complaint - (102 Forest View Ct. Hot Springs, AR 72103)

EXTERNAL SENDER. DO NOT click links, or open attachments, if sender is unknown, or the message seems suspicious in any way. DO NOT provide your user ID or password!

Monty,

Jason sent this to me this morning after I replied to your email. These photos are from the complainant and they are from May 29, 2022 taken with a Samsung phone around 3:17p (left click lets you see the properties of the photos). This is not an active SSO due to the dried nature of the material in the photos. The pooled water is too clear to be an SSO and it would have turned black if considerable sanitary waste was present. There was an SSO, but it was not recent (i.e., this week).

Thank you,

Ms. Kerri McCabe | Inspector Supervisor

**Division of Environmental Quality | Office of Water Quality
Compliance Branch**

775 Hwy 201 N, Ste A, PO Box 442 | Mountain Home, AR 72654-0442

t: 870.424.3322 ext. 3 | c: 501.352.5641 | e: mccabe@adeq.state.ar.us



ARKANSAS
ENERGY & ENVIRONMENT

From: Bolenbaugh, Jason
Sent: Thursday, June 16, 2022 7:01 AM
To: McCabe, Kerri
Subject: FW: Sewage Overflows Complaint - (102 Forest View Ct. Hot Springs, AR 72103)

I read the email you sent me from Monty. Here is one I received this morning from Mike Tillman.

Jason R. Bolenbaugh | Compliance Branch Manager
Division of Environmental Quality | Office of Water Quality
5301 Northshore Drive | North Little Rock, AR 72118
t: 501.682.0659 | c: [501.766.8153](tel:501.766.8153) | e : bolenbaugh@adeq.state.ar.us .



ARKANSAS
ENERGY & ENVIRONMENT

From: Tillman, Michael [<mailto:Tillman.Michael@epa.gov>]
Sent: Thursday, June 16, 2022 6:46 AM
To: 'Terry Paul'
Cc: Bernier, Roberto; Healey, Richard; Bolenbaugh, Jason; Hynum, Tammie;
Arel.D.Simpson@usace.army.mil
Subject: FW: Sewage Overflows Complaint - (102 Forest View Ct. Hot Springs, AR 72103)

Good morning Terry,

Do you know the date of the photos you shared? Are they recent? EPA received the complaint on June 1st. Can I share them with the City of Hot Springs?

I spoke with Monty Ledbetter, Util. Dir. with Hot Springs Monday. He indicated that the SSO problem alleged in the complaint had been taken care of, debris removed and area disinfected. He is supposed to be sending me a report with photos and some follow up E.coli sampling results from Hot Springs Creek.

Based on your photos, it does not look like the area has been cleaned or disinfected. This is definitely a major concern given the extent of the contamination and proximity to Hot Springs Creek. As a side note, the stagnant pools of water look like mosquito dens.

Mike Tillman (ECD-WM)
Water Enforcement Branch
U.S. EPA Region 6
1201 Elm Street, Suite 500
Dallas, TX 75270-2102
phn. 214-665-7531, fax 214-665-2168
tillman.michael@epa.gov



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From: Terry Paul <Terry.Paul@arkansas.gov>
Sent: Monday, June 13, 2022 1:48 PM
To: Hynum, Tammie <HYNUM@adeq.state.ar.us>; Tillman, Michael <Tillman.Michael@epa.gov>
Subject: FW: Sewage Complaint

It appears this has become a semi-concealed manhole from the Hot Springs sewer collection system. We know they have issues in some places and this seems to be one of them. According to the email chain, it appears they reported to DEQ.

I have made engineering aware, but I think this is probably another overflow location. I believe any action would have to be taken by DEQ.

Ms. Hynum am I correct?

Thanks Terry

Terry

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ARKANSAS
ENERGY & ENVIRONMENT

EMAIL CHAIN THREE

RE: Jerlene McCoid Sewage Complaint

From: McCabe, Kerri <MCCABE@adeq.state.ar.us>
Sent: Thursday, June 16, 2022 7:45:09 AM
To: Monty Ledbetter <MLedbetter@cityhs.net>
Subject: Re: Sewer Overflow Complaint - (102 Forest View Ct. Hot Springs, AR 72103)

EXTERNAL SENDER. DO NOT click links, or open attachments, if sender is unknown, or the message seems suspicious in any way. DO NOT provide your user ID or password!

Monty,

The complainant actually contacted USACE (Simpson) and forwarded it to EPA. There was some back and forth at EPA until it finally got to Jason. He forwarded me, Richard, and Leslie some 30+ photos received by EPA from the complainant. He asked Richard and Leslie to contact the city regarding the alleged SSO and noted that only a couple of the photos were of concern (manhole cover off). I forwarded you the email and selected photos from Jason. The city responded. Richard, without being asked by EPA, requested an inspector look at the site. I told him that I had viewed all 30+ photos and I did not see anything that warranted us deviating from our protocol of sending to Enforcement for follow-up with the city.

Within that timeframe, the complainant contacted Tammy Hynum in DEQ - Office of Land Resources, who sent it to ADH thinking it was septic tank, but it is the complainant that wanted ADH to check it. They investigated knowing it was city utility and provided photos to EPA/USACE.

I can't give you a reason EPA and USACE is focused on this particular SSO.

You can call me if you'd like.

Kerri

501-352-5641

Sent from my iPhone

On Jun 15, 2022, at 11:23 PM, Monty Ledbetter <MLedbetter@cityhs.net> wrote:

I apologize for the late email, I have been traveling all day. I have been attending ACE 2022 in San Antonio this week and have planned to be out of my office till Tuesday of next week. I will send you the information I have when I get back to my office. My sewer lab has collected the samples upstream and at the manhole and downstream of the manhole. The results from that should be available by Tuesday. I think that you should know the problem the landowner has is mostly dealing with stormwater issues. I have an email from our public work director that has sit down with her and discuss this at her house. She did mention that there was a manhole cover that was off and we did find that and replace that

manhole cover but that's the only thing we found that was an issue with the sanitary sewer. The remaining issues she has is with stormwater.

The information that I have consist of emails between myself and Arkansas Entergy and Enforcement office. I have cc Kerri McCabe on this email. I have also attached her contact information. The original complaint came into Kerri's office and was forwarded to me.

Ms. Kerri McCabe | Inspector Supervisor
**Division of Environmental Quality | Office of Water Quality
Compliance Branch**

775 Hwy 201 N, Ste A, PO Box 442 | Mountain Home, AR 72654-0442
t: 870.424.3322 ext. 3 | c: 501.352.5641 | e:mccabe@adeq.state.ar.us

<Image.png>

I look forward to talking with you next week and getting this issue off of both of our desk.

Monty Ledbetter
Utilities Director
City of Hot Springs

From: Tillman, Michael <Tillman.Michael@epa.gov>
Sent: Wednesday, June 15, 2022 6:40:46 PM
To: Monty Ledbetter <MLedbetter@cityhs.net>
Cc: Bernier, Roberto <bernier.roberto@epa.gov>; Arel.D.Simpson@usace.army.mil
<Arel.D.Simpson@usace.army.mil>; HEALEYR <HEALEYR@adeq.state.ar.us>; Bobby Harris
<BHarris@cityhs.net>; Harold Mauldin <HMauldin@cityhs.net>
Subject: RE: Sewer Overflow Complaint - (102 Forest View Ct. Hot Springs, AR 72103)

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Thank you for following up Monty,

Just found your email in my junk folder. I was looking for a copy of the report you indicated you could share with me, but do not see an attachment.

Mike Tillman (ECD-WM)
Water Enforcement Branch
U.S. EPA Region 6
1201 Elm Street, Suite 500
Dallas, TX 75270-2102
phn. 214-665-7531, fax 214-665-2168
tillman.michael@epa.gov

<image001.gif>

<image002.gif>

<image003.gif>

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From: Monty Ledbetter <MLedbetter@cityhs.net>
Sent: Monday, June 13, 2022 4:32 PM
To: Tillman, Michael <Tillman.Michael@epa.gov>
Cc: Bernier, Roberto <bernier.roberto@epa.gov>; Arel.D.Simpson@usace.army.mil; HEALEYR <HEALEYR@adeq.state.ar.us>; Bobby Harris <BHarris@cityhs.net>; Harold Mauldin <HMauldin@cityhs.net>
Subject: Re: Sewer Overflow Complaint - (102 Forest View Ct. Hot Springs, AR 72103)

I will have my team start gathering the information for you first thing tomorrow.

Monty Ledbetter
Utilities Director
City of Hot Springs

From: Tillman, Michael <Tillman.Michael@epa.gov>
Sent: Monday, June 13, 2022 4:00:38 PM
To: Monty Ledbetter <MLedbetter@cityhs.net>
Cc: Bernier, Roberto <bernier.roberto@epa.gov>; Arel.D.Simpson@usace.army.mil <Arel.D.Simpson@usace.army.mil>; HEALEYR <HEALEYR@adeq.state.ar.us>
Subject: Sewer Overflow Complaint - (102 Forest View Ct. Hot Springs, AR 72103)

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Mr. Ledbetter,

Thank you for taking the time to speak with me this afternoon regarding a sewer overflow complaint we received on June 1, 2022. The complainant is located at 102 Forest View Ct. Hot Springs, AR 72103. The complaint alleges raw sewage overflows with associated debris / waste products and foul odors at manholes adjacent to and flowing into Hot Springs Creek. Mr. Arel Simpson with the US Corps of Engineers and an EPA Representative will be on-site to inspect this area the week of June 21-23. He will be making contact with you and the complainant. If it all possible I would request that you or someone representing you be available to meet up with them.

Meanwhile during our discussion today, you had indicated that you were aware of this incident and that it has since been corrected. I appreciate your prompt action to protect the water quality of Hot Springs Creek and Lake Hamilton. Can you please provide me with a copy of the closeout report with photos of the area having been cleaned up and disinfected. Also, I request that you take samples of Hot Springs Creek at the overflow site, midway and at the confluence with Lake Hamilton for E.coli as soon as

practicable. When you have the results, I request copies of the results with corresponding chain of custody. Thanks for your attention to this matter. If you have any questions, please let me know.

Mike Tillman (ECD-WM)

Water Enforcement Branch

U.S. EPA Region 6

1201 Elm Street, Suite 500

Dallas, TX 75270-2102

phn. 214-665-7531, fax 214-665-2168

tillman.michael@epa.gov

<image001.gif>

<image002.gif>

<image003.gif>

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EMAIL CHAIN FOUR

RE: Jerlene McCoid Sewage Complaint

From: Lance Spicer <ls Spicer@cityhs.net>
Sent: Friday, June 10, 2022 9:02 AM
To: Ronald Sievwright <RSievwright@cityhs.net>; Aaron Graulau <AGraulau@cityhs.net>
Cc: Denny McPhate <DMcPhate@cityhs.net>; Michael Hill <MHill@cityhs.net>; Anthony Whittington <AWhittington@cityhs.net>; Monty Ledbetter <MLedbetter@cityhs.net>
Subject: RE: CHS - FW: Referral - Complaint #486 - 102 Forrest View Ct, Hot Springs, AR

Ron,

Thank you for the explanation and I appreciate you all going out to meet and offer her some recommendations to address the drainage issues. The POA/subdivision has done her no favors by its design and drainage set up and I agree they need to assist her with mitigation efforts.

Thanks again everyone,
-Lance

From: Ronald Sievwright <RSievwright@cityhs.net>
Sent: Friday, June 10, 2022 8:39 AM
To: Lance Spicer <ls Spicer@cityhs.net>; Aaron Graulau <AGraulau@cityhs.net>
Cc: Denny McPhate <DMcPhate@cityhs.net>; Michael Hill <MHill@cityhs.net>; Anthony Whittington <AWhittington@cityhs.net>; Monty Ledbetter <MLedbetter@cityhs.net>
Subject: RE: CHS - FW: Referral - Complaint #486 - 102 Forrest View Ct, Hot Springs, AR

Good morning Lance,

Aaron, Mike, Anthony and myself met with Ms. McCoid over her concerns with the drainage at the back of her property and how the access to sewer infrastructure and the construction of the trail affected her property. After a thorough inspection we found that the drainage was not affected by the access road or the trail construction. We found that her house was affected by the original construction of the property by not providing added protection to her yard which was built next to the creek in the flood plain. The group provided her with several recommendations as well as contacts with consultants and contractor's which would assist her in resolving the drainage issues. She could then approach her Property Owner's Association for assistance. Although we sympathize with the property owner in this case it is an issue that property owner and the Property Owner's Association need to resolve.

Thank you,

*Ron Sievwright
Public Works Director
City Of Hot Springs
111 Opera St.*

Hot Springs, AR 71902
rsiewwright@cityhs.net
501-321-6901



From: Lance Spicer
Sent: Friday, June 10, 2022 8:15 AM
To: Aaron Graulau <AGraulau@cityhs.net>
Cc: Ronald Sievwright <RSiewwright@cityhs.net>; Denny McPhate <DMcPhate@cityhs.net>
Subject: CHS - FW: Referral - Complaint #486 - 102 Forrest View Ct, Hot Springs, AR

Good morning,

I am guessing this lady will be calling with all the rain happening. I am not entirely sure what can be done to help her situation but her house is at the bottom of the subdivision that is at a much higher elevation and a creek drainage flows beside/behind her back yard.

From: Lance Spicer <>
Sent: Thursday, June 9, 2022 2:16 PM
To: Monty Ledbetter <MLedbetter@cityhs.net>; Anthony Whittington <AWhittington@cityhs.net>; Aaron Graulau <AGraulau@cityhs.net>; Kathy Sellman (KSellman@cityhs.net) <KSellman@cityhs.net>
Cc: Denny McPhate <DMcPhate@cityhs.net>
Subject: FW: Referral - Complaint #486 - 102 Forrest View Ct, Hot Springs, AR

Good afternoon all,

I have spoken with Ms. Jerlene McCoid at 102 Forest View Court, number 501-888-2235.

She has spoken with a few of you on the issue of sewer overflows/flooding/road construction for the HS Creek Trail. She has brought the ADH, ADEQ, and EPA into this one now. This is what she relayed to me over the phone for about 30mn and she is very upset to say the least.

First issue deals with flooding at the back of her property because of some type of road construction to a pump station and the trail/bridge construction.

Second issue is the sewer overflows that she says are pooling and coming out from the manholes.

Third issue is that she would like the building permit info for her subdivision and any of the site prep because she believes it to be a landfill of some type.

From: Kristen Lancaster <klancaster@wcapdd.org>
Sent: Thursday, June 9, 2022 9:11 AM

To: Shelly Tucker <ShellyW@garlandcounty.org>
Cc: Aaron Graulau <AGraulau@cityhs.net>; Lance Spicer <lspicer@cityhs.net>
Subject: FW: Referral - Complaint #486 - 102 Forrest View Ct, Hot Springs, AR

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Thank you Shelly!

Aaron, I added lance in as I would usually include Randy However I do not know who will be filling that position in the Solid Waste department at this time.
Please report back any findings or actions taken.

Thank you,

Kristen Lancaster
Program Manager
West Central Arkansas Planning & Development District
Southwest Central Regional Solid Waste Management District
1000 Central Ave, Hot Springs, AR
O. 501.525.7577 ext. 1002
M. 870.565.5264
F. 501.760.0008

<http://www.wcapdd.org>



From: Shelly Tucker <ShellyW@garlandcounty.org>
Date: Wednesday, June 8, 2022 at 3:47 PM
To: Kristen Lancaster <klancaster@wcapdd.org>
Cc: Aaron Graulau <AGraulau@cityhs.net>
Subject: FW: Referral - Complaint #486 - 102 Forrest View Ct, Hot Springs, AR

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Kristen,
This is within the city limits, I cc'd Aaron with CityHS Stormwater. I think illegal burning is handled through CityHS Code and Compliance. Aaron may can forward to someone in that office.

Thanks
Shelly Tucker
Garland County

Environmental Inspections Director
501 Ouachita Ave, Suite B-4
Hot Springs, Arkansas 71901
(501) 609-9067

From: Kristen Lancaster <klancaster@wcapdd.org>
Sent: Wednesday, June 8, 2022 3:31 PM
To: Shelly Tucker <ShellyW@garlandcounty.org>
Subject: FW: Referral - Complaint #486 - 102 Forrest View Ct, Hot Springs, AR

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Good Morning Shelly,

I received this complaint for Garland County today, please let me know if you have already followed up on this one.

Thank you,

Kristen Lancaster
Program Manager
West Central Arkansas Planning & Development District
Southwest Central Regional Solid Waste Management District
1000 Central Ave, Hot Springs, AR
O. 501.525.7577 ext. 1002
M. 870.565.5264
F. 501.760.0008

<http://www.wcapdd.org>



From: Dwayne Pratt <dpratt@wcapdd.org>
Date: Wednesday, June 8, 2022 at 2:39 PM
To: Kristen Lancaster <klancaster@wcapdd.org>
Subject: Fwd: Referral - Complaint #486 - 102 Forrest View Ct, Hot Springs, AR

FYI

Dwayne Pratt
Executive Director

WCAPDD, Inc.
P.O. Box 6409
Hot Springs, AR 71902-6409

Phone: 501-525-7577 Ext. 1001
Direct: 501-302-5019
[Email: dpratt@wcapdd.org](mailto:dpratt@wcapdd.org)

<http://www.wcapdd.org>



Begin forwarded message:

From: "Hayden, Ryan" <hayden@adeq.state.ar.us>
Subject: Referral - Complaint #486 - 102 Forrest View Ct, Hot Springs, AR
Date: June 8, 2022 at 2:27:58 PM CDT
To: "dpratt@wcapdd.org" <dpratt@wcapdd.org>
Cc: "Krou, Christopher" <krou@adeq.state.ar.us>, "Goheen, Richard" <richard.goheen@adeq.state.ar.us>

CAUTION: [EXTERNAL SENDER. DO NOT click links, or open attachments, if sender is unknown, or the message seems suspicious in any way. DO NOT provide your user ID or password.]

Good afternoon Mr. Pratt.

A concerned citizen has reported an alleged issue that is occurring in your Regional Solid Waste Management District. (Please refer to the attachment.) This complaint is being forwarded to your attention for considerations and appropriate actions to be taken to remedy the alleged issue. Thank you for your time and attention to this matter.

Regards,

Ryan Hayden | Solid Waste Inspector Supervisor
Division of Environmental Quality | Office of Land Resources
5301 Northshore Drive | North Little Rock, AR 72118
t: 501-682-0873 | c: 501-913-4023 | e: hayden@adeq.state.ar.us



ARKANSAS
ENERGY & ENVIRONMENT

PHOTOS OF THE AREA AROUND MANHOLE 12242 AFTER CLEANUP AND DISINFECTION



Manhole 12242 with rock



Manhole 12242 with rock removed



After cleanup



After cleanup