



July 8, 2009

Mr. Robert Hisgen
Project New Start
P.O. Box 885
Newport, AR 72112

RE: Complaint Investigation

Dear Mr. Hisgen:

On July 1, 2009, I performed a complaint investigation alleging that your organization was washing cars at Village Mall on the parking lot 5 days per week and the untreated wash water was flowing directly into the highway road ditch. The investigation was performed in accordance with the provisions of the Federal Clean Water Act, the Arkansas Water and Air Pollution Control Act, and the regulations promulgated thereunder. At the time of the inspection, I observed the following violation:

As per our discussion, you stated that your organization did wash cars at Village Mall 5 days per week, except for Wednesday and Sunday. Although, there was no car washing being performed on the date of the investigation, I did observe 2 storm drains that drain to the highway road ditch in front of Village Mall. The untreated wash water from the car washing flowing into the highway road ditch is a violation of the Arkansas Water and Air Pollution Control Act (8-4-217) a, 2.

You need to cease this activity to prevent any further pollution to waters of the state.

The above item requires your immediate attention. Please submit a written response to this finding to Cindy Garner, Technical Assistance Manager, Water Division Enforcement Branch of this Department at the following address:

Water Division Enforcement Branch
Arkansas Department of Environmental Quality
5301 Northshore Drive
North Little Rock, AR 72118-5317

This response should contain detailed documentation describing the course of action taken to correct each item noted. This corrective action should be completed as soon as possible, and the written response with all documentation (i.e. pictures) is due by July 18, 2009.

For additional information you may contact the Enforcement Branch by telephone at 501-682-0639 or by fax at 501-682-0910.

Robert Hisgen
Project New Start
July 2, 2009
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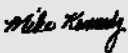
If I can be of any assistance, please contact me at 870-793-5819.



Sincerely,


A handwritten signature in black ink, appearing to read "Mike Kennedy".

Mike Kennedy
District 11 Field Inspector
Water Division

cc: Water Division Enforcement Branch
Water Division Permits Branch

WATER DIVISION COMPLAINT REPORT			
GPS LOCATION:		AFIN: None	
DATE RECEIVED: June 11, 2009		PERMIT#: None	
COMPLAINANT NAME: Anonymous		COUNTY: Jackson	
ADDRESS: N/A		COMPLAINT AGAINST: Project New Start	
PHONE: N/A		ADDRESS: P.O. Box 885 Newport, AR. 72112	
		PHONE: 870-523-8413	
TRACKING & REFERRAL INFORMATION			
PERSON RECEIVING REPORT: Mike Kennedy	DATE: 6-11-09	SUPERVISOR REFERRAL:	DATE:
INSPECTOR REFERRAL: Mike Kennedy	DATE: 6-11-09	MEDIA SUPERVISOR REFERRAL:	DATE:
PHONE REFERRAL CONTACT:	DATE:	RECEIVING INSPECTOR:	DATE:
COMPLAINT RECEIVED BY: <input checked="" type="checkbox"/> PHONE <input type="checkbox"/> LETTER <input type="checkbox"/> VERBAL <input type="checkbox"/> INTERNET <input type="checkbox"/> EMAIL			
DETAILED DESCRIPTION			
The complaint alleged that Project New Start was washing cars 5 days per week at Village Mall in Newport, AR. and the wash water was flowing into the Highway #67 road ditch untreated.			
LOCATION			
Drive on Highway #69 west from Batesville, Arkansas, approximately 29 miles to Newport, Arkansas. In Newport turn onto Highway #67 and drive approx. 1.2 miles to Village Mall. The Project personnel were washing cars on the Village Mall parking lot beside Regions Bank.			
PREVIOUS COMPLAINT: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO DATES:			
DISCHARGE TO STREAM: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO NAME OF STREAM:			
INVESTIGATION			
INSPECTOR: Mike Kennedy		DATE: July 1, 2009	
ACTION TAKEN:		PHOTOS TAKEN: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
<p>The Water Inspector drove to the site and did not observe any car washing being performed on the date of the investigation. At the location of the car washing, the Inspector did observe 2 storm drains leading off of the parking lot located at Village Mall.</p> <p>The Inspector called Mr. Martin Steward, Superintendent of Newport WWTP to find out if these storm drains flowed to the Newport WWTP. Mr. Steward informed the Inspector that they did not flow to the sewage treatment plant.</p> <p>The Inspector then contacted Mr. Robert Hisgen, Assistant Manager for Project New Start an organization that makes money to help support some orphanages nearby and also operates a food bank in Newport. Mr. Hisgen informed the Inspector that the organization washed cars 5 days per week. They did not wash cars on Wednesday and Sunday. Mr. Hisgen was informed that since the untreated wash water from the car washing flowed directly into the highway road ditch, that was a violation of the Arkansas Water and Air Pollution Control Act (8-4-217) a, 2. He was also informed that his organization would have to cease this activity to prevent further pollution to waters of the state.</p>			
FURTHER ACTION:			
A cover letter will be forwarded to Mr. Hisgen, Assistant Manager requiring a written response addressing the violation of the Arkansas Water and Air Pollution Control Act.			
SIGNATURE:  Mike Kennedy		DATE: July 2, 2009	

Water Division NPDES Photographic Evidence Sheet									
Location:		At Village Mall in Newport, AR. bordering Highway #67 (Jackson County)							
Photographer:		Mike Kennedy				Witness:		None	
Photo #	1	Of	4		Date:	7-1-09	Time:	1435	
Description:		This view is looking back southwest at Village Mall. The car washing was being performed close to where the state truck is parked.							
									
Photographer:		Mike Kennedy				Witness:		None	
Photo #	2	Of	4		Date:	7-1-09	Time:	1437	
Description:		This view is looking northeast at Regions Bank where the car washing was being performed 5 days per week.							
									

Water Division NPDES Photographic Evidence Sheet									
Location:		At Village Mall in Newport, AR. bordering Highway #67 (Jackson County)							
Photographer:		Mike Kennedy				Witness:		None	
Photo #	3	Of	4		Date:	7-1-09	Time:	1436	
Description:		This view shows the storm drain closest to where the car washing was being performed. The wash water flows into the highway road ditch untreated.							
									
Photographer:		Mike Kennedy				Witness:		None	
Photo #	4	Of	4		Date:	7-1-09	Time:	1344	
Description:		This is another storm drain that the wash water could possibly flow into. This drain is located farther southwest of the storm drain located in picture #3 above.							
									



Project New Start

P.O. Box 885 -1417 Dewey Avenue- Newport, AR. 72112

(870)-523-8413 or (870)217-1372 - Fax (870)-217-0912

E-Mail - projnewstart@yahoo.com

Website - www.projectnewstart.org

"A Place of Recovery Where GOD Is Changing Lives"

July 13, 2009

**Cindy Garner
Technical Assistance Manager
Water Division Enforcement Branch
Arkansas Department of Environmental Quality
5301 Northshore Drive
North Little Rock, AR. 72118-5317**

RE: Complaint Response

Dear Cindy Garner:

Pursuant to being notified of the complaint investigation and it's subsequent results by District 11 Field Inspector Mike Kennedy, Project New Start immediately ceased it's car wash operation in the Village Mall parking lot since the day of his inspection. We sincerely apologize that Project New Start was in any violation of the Arkansas Water and Air Pollution Control Act (8-4-217a,2.) We operated our car wash under the assumption that the run-off from the car wash was entering the sewer system and became treated wastewater. We did not realize that the run-off water from the car wash flowed into storm drains that led to highway road ditches. Regretfully, Project New Start did not completely research where the run-off went when we started our car wash operation and we sincerely hope that any possible damage that occurred from our car wash operation was minimal. The groundwater of the state is a limited, precious resource and every effort must be taken to maintain the high standard of Arkansas' groundwater.

As stated, Project New Start no longer operates a car wash in the Village Mall parking lot. Project New Start now has obtained 2 bays of an existing car wash located at the northeast corner of the intersection of Malcolm and State Streets for our car wash operation. The run-off from this existing car wash goes directly into the sewer system for wastewater treatment.

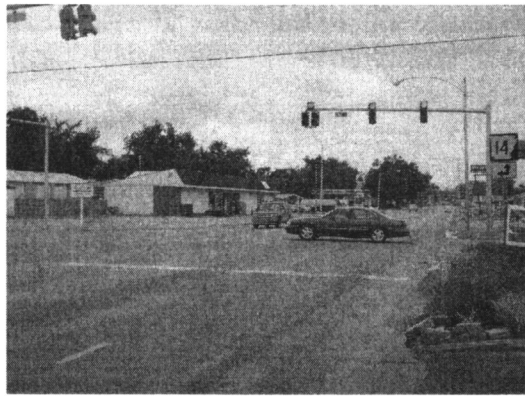
Again, we sincerely apologize for our ignorance of our previous car wash operation. We immediately ceased operation upon notification from Mr. Kennedy. Attached are photographs of our new car wash operation and where it is located.

Sincerely

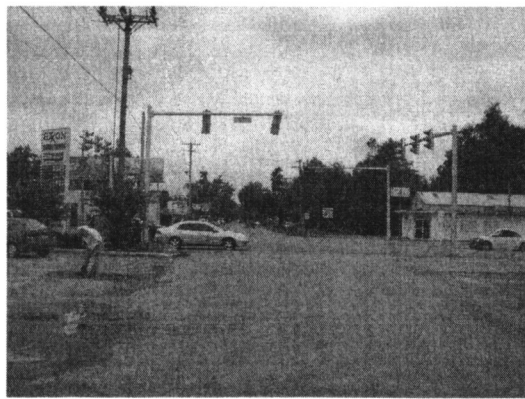
Robert P. Hisgen



Car Wash Bays located at NE corner of Malcolm & State Streets.



Looking Westerly at Malcolm



Looking Southerly at State Street

PROJECT NEWSTART INC.

1417 Dewey Avenue
Newport, AR 72112

LITTLE ROCK AR 720

14 JUL 2009 PM 4 L



CINDY GARNER
WATER DIVISION ENFORCEMENT BRANCH
ARKANSAS DEPARTMENT OF ENVIRONMENTAL QUALITY
5301 NORTHSIDE DRIVE
NORTH LITTLE ROCK, AR. 72118-5317

72118+5317





ARKANSAS
Department of Environmental Quality

July 24, 2009

Mr. Robert Hisgen
Project New Start
P.O. Box 885
Newport, AR 72112

RE: Project New Start Complaint Investigation Response to Inspection

Dear Mr. Hisgen:

The Department has received your response to the July 1, 2009 inspection of your facility by our District Field Inspector Mike Kennedy. Your letter appears to adequately address the discrepancies identified during the visit. The Department assumes the corrective actions taken will be maintained to ensure consistent compliance with the requirements of the permit. Acceptance of this response by the Department does not preclude any future enforcement action deemed necessary at this site or any other site.

The Department will keep the inspection and response on file. If future violations occur that require enforcement action, the Department will consider the inspection and response as required by the Pollution Control and Ecology Commission Regulation No. 7, Civil Penalties. This regulation requires the Department to consider the past history of your company and how expeditiously the violations were addressed in determining any civil penalty that may be necessary for any future violations.

If we need further information concerning this matter, we will contact you. Thank you for your attention to this matter. Should you have any questions, feel free to contact me at 501-682-0635 or you may e-mail me at sawyer@adeq.state.ar.us.

Sincerely,

A handwritten signature in black ink, appearing to read "S. Sawyer", is written over a horizontal line.

Sam Sawyer
Enforcement Coordinator
Water Division, Enforcement Branch