



A R K A N S A S  
Department of Environmental Quality


## Water Division Complaint Report

COMPLAINT INFORMATION			
GPS LOCATION: 35° 04' 4.84" 92° 22' 18"		AFIN: 23-00461 PERMIT#: AR0048879	
DATE RECEIVED: <b>August 13, 2012</b>		COUNTY: FAULKNER	
COMPLAINANT NAME: Sarah Sowell		COMPLAINT AGAINST: Flushing Meadows Water Treatment, Inc.	
ADDRESS: 3455 Appomattox (in Shiloh Creek Estates), Conway, AR		ADDRESS: 3555 Homestead, Conway, AR 72032	
PHONE: 501-339-8231		PHONE: 501-390-1990	
TRACKING & REFERRAL INFORMATION			
PERSON RECEIVING REPORT: <b>Amy Schluterman</b>	DATE: <b>8/13/2012</b>	SUPERVISOR REFERRAL:	DATE:
INSPECTOR REFERRAL:	DATE:	MEDIA SUPERVISOR REFERRAL:	DATE:
PHONE REFERRAL CONTACT:	DATE:	RECEIVING INSPECTOR: <b>Amy Beck</b>	DATE: <b>8/13/2012</b>
DETAILED DESCRIPTION			
Ms. Sowell called and reported sewer has backed up into her home today and into several of the neighbor's yards.			
LOCATION			
3455 Appomattox Drive, Conway, AR – In Shiloh Creek Estates			
PREVIOUS COMPLAINT: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO DATES: 3/24/10, 4/16/10, 1/28/11, 8/5/11, 11/1/11			
DISCHARGE TO STREAM: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO NAME OF STREAM:			
COMPLAINT RECEIVED BY: <input checked="" type="checkbox"/> PHONE <input type="checkbox"/> LETTER <input type="checkbox"/> VERBAL <input type="checkbox"/> INTERNET <input type="checkbox"/> EMAIL			



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COMPLAINT INVESTIGATION	
COMPLAINT#: 014524	AFIN: 23-00461 PERMIT#: AR0048879
INSPECTOR: <b>Amy Beck</b>	DATE: <b>August 14, 2012</b>
<b>ACTION TAKEN:</b>	<b>PHOTOS TAKEN:</b> <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
<p>I met with Ms. Sowell at her residence at approximately 10:45 on August 14, 2012. She stated the sewer had backed up into her house and continued to discharge from the manhole outside of her home. I did observe a discharge from the manhole. The discharge was pooled in the neighbor's yard.</p> <p>I called Mr. Bobby Marshall, the Operator and he met me at the treatment facility. He said the ball check valve had failed on Ms. Sowell's pump. The collection system is pressurized. The path of least resistance for the wastewater in the tank was back to Ms. Sowell's house. At the time of this inspection, Mr. Marshall and Ms. Sowell were negotiating the best option to repair the problem. Specifically, Ms. Sowell was not sure if she wanted to hire someone other than Mr. Marshall for the repair.</p> <p>I completed a routine inspection of the facility's NPDES permit (AR0048879) as detailed in the attached report.</p> <p>I telephoned Ms. Sowell on August 16, 2012 and informed her of my findings.</p>	
<b>FURTHER ACTION:</b>	
NC letter sent	
INSPECTOR SIGNATURE:  <b>Amy Beck</b>	DATE: <b>August 21, 2012</b>