



ARKANSAS  
Department of Environmental Quality

## WATER DIVISION COMPLAINT REPORT

AFIN: <b>69-00011</b>	PERMIT #: <b>AR0020117</b>
COUNTY: <b>69 Stone</b>	PDS #: <b>016523</b>
GPS LOCATION: LAT: <b>35.871994</b> LONG: <b>-92.128758</b>	
<input checked="" type="checkbox"/> Discharge Site / <input type="checkbox"/> General Area / <input type="checkbox"/> Entrance	

COMPLAINANT NAME: <b>Donald P. Norman</b>	COMPLAINT AGAINST: <b>City of Mountain View</b>
RESPONSE REQUESTED BY COMPLAINANT: <b>Yes</b>	SITE ADDRESS: <b>South-side of Oak St.</b>
MAILING ADDRESS: <b>903 Oak St.</b>	MAILING ADDRESS: <b>P.O. Box 360</b>
CITY, STATE, ZIP: <b>Mountain View, AR</b>	CITY, STATE, ZIP: <b>Mountain View AR 72560</b>
PHONE & EXT: <b>870-615-9097</b> FAX:	PHONE & EXT: <b>870-269-3293</b> FAX:
EMAIL:	EMAIL:

HOW WAS COMPLAINT RECEIVED BY ADEQ: **PHON** ADEQ = ADEQ Personnel | EML = E-Mail | FAX = Fax | LTR = Letter  
PERS = Personal Contact | PHON = Telephone | WEB = ADEQ Website

PERSON RECEIVING REPORT: <b>M. McConnell</b>	DATE: <b>1/2/2014</b>	SUPERVISOR REFERRAL: <b>Jason Bolenbaugh</b>	DATE: <b>1/3/2014</b>
MEDIA SUPERVISOR REFERRAL:	DATE:	RECEIVING INSPECTOR: (ID & Name) <b>71153 Sean Saunders</b>	DATE: <b>1/3/2014</b>

### DETAILED DESCRIPTION OF COMPLAINT

**Sewer pipe broken or is an overflow on south-side of Oak St. Complainant has called the City of Mountain View many times to fix problem, they come out do something to the sewer line and leave. After a short while, it starts leaking all over again**

### DETAILED LOCATION

**From Court House in Mountain View, go west on Hwy 66, then right on Vine St, and then left on Oak St. The sewer problem is in the 2<sup>nd</sup> block of Oak St on the South slope.**

PREVIOUS COMPLAINTS: **No** DATE(S):

### FOLLOW-UP ON COMPLAINT

NUMBER OF SITE VISITS: <b>1</b> DATES: FIRST <b>1/8/2014</b> SECOND THIRD		
PHOTOS TAKEN: <b>Yes</b>	DISCHARGE TO WATER OF THE STATE: <b>No</b>	SAMPLES COLLECTED: <b>No</b>
NAME OF WATERBODY:		
FAYETTEVILLE SHALE RELATED: <b>No</b>	FAYETTEVILLE SHALE VIOLATIONS: <b>No</b>	

### INVESTIGATION & ACTION TAKEN

**On January 8, 2014, I spoke with J.R. Henderson the Water and Sewer Superintendent. He stated that his office had received the complaint on 1/2/2014 and that he had a work order showing that it had been fixed on 1/3/2014. I then went to the location of the overflow. The overflow occurred at a sewer line cleanout; and at the time of the inspection, an overflow was not occurring. The cap to the clean out was missing and the area around the clean out had not been sanitized. A letter will be sent.**

REFERRED: <b>No</b>	TO WHOM: <b>N/A</b>	DATE REFERRED:
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### RESPONSE TRACKING

RESPONSE REQUESTED: <b>Yes</b>	RESPONSE PROVIDED: <b>***</b>	RESPONSE PROVIDED DATE:
BY WHOM?(ID and Name):		ASSIGNED TO? (ID and Name):

RESPONSE COMMENT:  
**Investigated; letter will be sent requesting a response.**

INSPECTOR: <b>Sean Saunders</b>	DATE: <b>1/10/2014</b>
SUPERVISOR: <b>Kerri McCabe</b>	DATE: <b>1/13/2014</b>

**Water Division Photographic Evidence Sheet**

Location:	<b>City of Mountain View;</b>		
Photographer:	<b>Sean Saunders</b>	Date:	<b>1/8/2014</b>
Witness:	<b>Richard Gonzales</b>	Time:	<b>10:55</b>
		Photo #:	<b>1</b>
Description:	<b>Two sewer line cleanouts. The one missing the cap is the one that overflowed. The box is full of sediment and sewer debris.</b>		



Photographer:	<b>Sean Saunders</b>	Date:	<b>1/8/2014</b>
Witness:	<b>Richard Gonzales</b>	Time:	<b>10:55</b>
		Photo #:	<b>2</b>
Description:	<b>The cleanouts and where the overflow ran into the ditch.</b>		



Thursday, January 2, 2014  
9:34:15AM

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**Work order #5292**

Pending

Mtn. View Water & Sewer Dept.

Start Time: \_\_\_\_\_ End Time: \_\_\_\_\_ Mileage: \_\_\_\_\_ Reading: \_\_\_\_\_  
 Requested By: \_\_\_\_\_ Date Issued: 1/2/14 To be Completed by: 1/2/2014 0:00AM  
 Assigned By: DEBRA WALKER Date Completed: 1-3-14 By: KA  
 Assigned To: \_\_\_\_\_

Workorder Type: **CHECK SEWER PROBLEM**

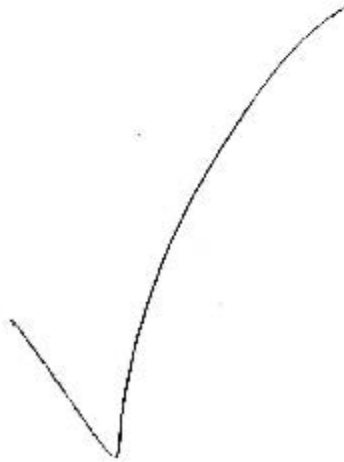
Workorder Notes: sewer stopping up and overflowing from manhole or line check it out.

Account #:	1392	NORMAN, DONALD	Phone:	269-2302			
Meter #:	2012210827	903 OAK ST					
Route #:	4	Seq #: 422310					
Last Reading	348	Last Usage: 3200					
Prev Reading	316						
Date Last Read	12/16/13	Last Check Dat	11/1/12	ERT Number 34483781			
1/15/13	3,700	4/15/13	2,700	7/15/13	2,600	10/15/13	1,700
2/13/13	2,600	5/16/13	2,700	8/15/13	2,000	11/15/13	2,500
3/18/13	2,300	6/17/13	1,600	9/19/12	2,100	12/16/13	3,200

PART#	USED	DESCRIPTION	ADDITIONAL PART	USED
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Field Notes:

Repaired per Don



Mountain View Water & Sewer Dept.

# ADEQ

ARKANSAS  
Department of Environmental Quality

February 14, 2014

J.R. Henderson, Water and Sewer Superintendent  
City of Mountain View  
P.O. Box 360  
Mountain View, AR 72560

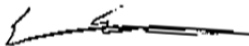
**RE: Response to Inspection (Stone Co)**  
**AFIN: 69-00011 NPDES Permit No.: AR0020117**

Dear Mr. Henderson:

I have reviewed the response pertaining to my January 8, 2013, sanitary sewer overflow (SSO) inspection at the cleanout located at 903 Oak Street in Mountain View, AR. The information provided sufficiently addresses the violations referenced in my inspection report. At this time, the Department has no further comment concerning this particular inspection. Acceptance of this response by the Department does not preclude any future enforcement action deemed necessary at this site or any other site.

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 870-424-3322 or you may e-mail me at [saunders@adeq.state.ar.us](mailto:saunders@adeq.state.ar.us).

Sincerely,



Sean Saunders  
District 11 Field Inspector  
Water Division