



ENVIRONMENTAL
QUALITY

OFFICE OF WATER QUALITY COMPLAINT REPORT

AFIN: **35-00017**

PERMIT #: **AR0001601**

COUNTY: **Jefferson**

PDS #: **028316**

GPS LOCATION: LAT: **34.263056** LONG: **-92.014167**

☐ Discharge Site / ☒ General Area / ☐ Entrance

COMPLAINANT NAME:

Anonymous

MAILING ADDRESS:

CITY, STATE, ZIP:

PHONE & EXT: / FAX:

EMAIL:

RESPONSE REQUESTED BY COMPLAINANT:

No

COMPLAINT AGAINST:

Twin Rivers Pine Bluff, LLC

SITE ADDRESS:

1701 Jefferson Parkway

MAILING ADDRESS:

85 Hampshire Ave

CITY, STATE, ZIP:

Portsmouth NH 03801

PHONE & EXT: / FAX:

870-541-5010

EMAIL:

bill.ward@twinriverspaper.com

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:

Myrl Lawrence, Enforcement

DATE:

7/23/2021

SUPERVISOR REFERRAL:

Kerri McCabe

DATE:

8/4/2021

MEDIA SUPERVISOR REFERRAL:

Jason Bolenbaugh

DATE:

7/23/2021

RECEIVING INSPECTOR: (ID & Name)

142556 Aaron Baggett

DATE:

8/4/2021

DETAILED DESCRIPTION OF COMPLAINT

From phone conversation with M Lawrence, Enforcement Analyst, on July 23 and sent to J Bolenbaugh, Branch Manager, via email:

"Just received a public complaint anonymously that I put in online related to Twin Rivers Paper Company.

Complainant says they have a hole in their outfall discharge pipe that has been ongoing for 3-4 years and has contaminated the backwater area he fishes. He stated water is just bubbling up in the area and entering the backwater. He stated it has killed off the fish, crawfish, mussels, etc. He says the water being discharged isn't poisonous but it's very black and contains pulp that is suffocating everything.

Just relaying the info just in case the online form doesn't process through to you."

DETAILED LOCATION

Twin Rivers Paper Co at 1701 Jefferson Parkway in White Hall.

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

FOLLOW-UP ON COMPLAINT

NUMBER OF SITE VISITS: **0** DATES: FIRST **8/4/2021** SECOND THIRD

PHOTOS TAKEN: **No**

DISCHARGE TO WATER OF THE STATE: **Yes**

SAMPLES COLLECTED: **No**

NAME OF WATERBODY: **Arkansas River (permitted)**

FAYETTEVILLE SHALE RELATED: **No**

FAYETTEVILLE SHALE VIOLATIONS: **No**

INVESTIGATION & ACTION TAKEN


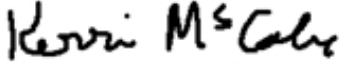
The facility was contacted on Aug 4, 2021 to notify of complaint and request more information. Mr. Bill Ward returned the call and disclosed that Twin Rivers was aware of the issue, had developed a repair plan, and is in the process of implementing the repair plan. Mr. Ward was instructed to contact DEQ - Office of Water Quality Enforcement Branch and to supply them the repair plan.

No site visit by OWQ - Inspection Branch.

REFERRED: **Yes**

TO WHOM: **Water Enforcement Program**

DATE REFERRED: **8/4/2021**

RESPONSE TRACKING		
RESPONSE REQUESTED: No	RESPONSE PROVIDED: ***	RESPONSE PROVIDED DATE:
BY WHOM?(ID and Name):	ASSIGNED TO? (ID and Name):	
RESPONSE COMMENT: Facility contacted; referred to OWQ - Enforcement Branch for additional follow-up.		
INSPECTOR:  Aaron Baggett		DATE: 8/4/2021
SUPERVISOR:  Kerri McCabe		DATE: 8/4/2021

Revised: 8/12/2019

Figure 1. Google Earth image dated Oct 31, 2020 of permitted outfalls for Twin Rivers Paper Co.



RE: Twin Rivers - Unpermitted discharge notification NPDES Permit AR0001601

Thursday, August 5, 2021
2:16 PM

Subject	RE: Twin Rivers - Unpermitted discharge notification NPDES Permit AR0001601
From	McCabe, Kerri
To	Healey, Richard; York, Alan; Wassell, Stacie; Leamons, Bryan; Solaimanian, Jamal; Bolenbaugh, Jason; Walker, Brent
Cc	Baggett, Aaron
Sent	Wednesday, August 4, 2021 3:11 PM

This was reported to Myrl on July 23. I asked Aaron to contact Twin Rivers for additional info and advised them to report any issues to OWQ – Enforcement Branch per the NPDES permit. This is treated effluent from the combined outfalls.

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: 501.682.0642/870.424.3322 ext. 3 | c: 501.352.5641 | e: mccabe@adeq.state.ar.us



From: Healey, Richard

Sent: Wednesday, August 4, 2021 2:45 PM

To: York, Alan; Wassell, Stacie; Leamons, Bryan; Solaimanian, Jamal; Bolenbaugh, Jason; McCabe, Kerri; Walker, Brent

Subject: Twin Rivers - Unpermitted discharge notification NPDES Permit AR0001601

Twin Rivers said they received a call today from Mr. Baggett with DEQ. He informed us of an anonymous complaint about a leak. Upon investigation, Twin Rivers discovered a flange on the HDPE line East of the Levee gate failed. A repair plan has been developed and we are waiting on the materials to complete the repair.

This flange is down stream of Outfalls 001 and 002. Any leakage from the flange will flow to the Arkansas River.

Richard C. Healey | Enforcement Branch Manager

Office of Water Quality | Enforcement Branch

Arkansas Energy and Environment | Environmental Quality

5301 Northshore Drive, North Little Rock, AR 72118

t: 501.682.0640 | e: healeyrc@adeq.state.ar.us



From: Ward, Bill [<mailto:bill.ward@twinriverspaper.com>]

Sent: Wednesday, August 4, 2021 1:57 PM

To: Harbin, Danielle

Cc: agallagher@gbmcassoc.com; Lukacs, Mark; David Critchfield; Mark Allison

Subject: Anonymous Complaint of Leak

Ms. Harbin,

We received a call today from Mr. Bagget with DEQ. He informed us of an anonymous complaint about a leak. Upon investigation, Twin Rivers discovered a flange on the HDPE line East of the Levee gate failed. A repair plan has been developed and we are waiting on the materials to complete the repair.

This flange is down stream of Outfalls 001 and 002. Any leakage from the flange will flow to the Arkansas River.

Thank you for your time.

Be Safe and Have a Great Day!

Bill W

William (Bill) D. Ward II

Mill Manager

Tel 870-541-5058

Mob 870-209-5538

bill.ward@twinriverspaper.com

www.twinriverspaper.com



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