

**From:** Jason Bolenbaugh (adpce.ad)  
**Sent:** Thursday, April 18, 2024 10:49 AM  
**To:** Uniqika Marshall (adpce.ad)  
**Subject:** Complaint 032656  
**Attachments:** RE: SSO Complaint- City of Mountain View, AR0020117

Uniqika,

Whenever you have a moment can you attach the above complaint to PDS# 032656.

Thanks,

**Jason Bolenbaugh** | Manager

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

5301 Northshore Drive | North Little Rock, AR 72118

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



**ARKANSAS**  
ENERGY & ENVIRONMENT

**From:** Kristen Graham (adpce.ad)  
**Sent:** Wednesday, April 17, 2024 11:57 AM  
**To:** Richard Healey (adpce.ad)  
**Cc:** Jason Bolenbaugh (adpce.ad); Amy Huneycutt (adpce.ad); Leslie Allen-Daniel (adpce.ad); Alan Anderson (adpce.ad)  
**Subject:** RE: SSO Complaint- City of Mountain View, AR0020117

Said that they had thought arrangements were made for a third-party to come do the clean-up of the residence, and that they'd heard nothing about it being unresolved.

Acknowledged no SSO was reported, as they didn't think they had to do it when it occurred inside a home.

Are out of office today, but stated a SSO report would be filed and a follow-up email would be sent to me tomorrow, 4/18. I will forward any correspondence I am sent relating to this complaint.

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**From:** Richard Healey (adpce.ad) <Richard.Healey@adeq.state.ar.us>  
**Sent:** Wednesday, April 17, 2024 7:31 AM  
**To:** Kristen Graham (adpce.ad) <Kristen.Graham@adeq.state.ar.us>  
**Cc:** Jason Bolenbaugh (adpce.ad) <Jason.Bolenbaugh@adeq.state.ar.us>; Amy Huneycutt (adpce.ad) <Amy.Huneycutt@adeq.state.ar.us>; Leslie Allen-Daniel (adpce.ad) <Leslie.Allen-Daniel@adeq.state.ar.us>; Alan Anderson (adpce.ad) <Alan.Anderson@adeq.state.ar.us>  
**Subject:** SSO Complaint- City of Mountain View, AR0020117  
**Importance:** High

Kristen

Please contact the City of Mountain View about this SSO complaint to see why it wasn't reported to DEQ and what steps the City is taking to clean it up or have their contactor clean it up. Please provide an update to those cc on this email.

Thanks

**Richard C. Healey** | Enforcement Branch Manager  
**Division of Environmental Quality | Office of Water Quality**  
5301 Northshore Drive | North Little Rock, AR 72118  
t: 501-682-0640 | e: [richard.healey@adeq.state.ar.us](mailto:richard.healey@adeq.state.ar.us)



**ARKANSAS**  
ENERGY & ENVIRONMENT

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**From:** Jason Bolenbaugh (adpce.ad) <[Jason.Bolenbaugh@adeq.state.ar.us](mailto:Jason.Bolenbaugh@adeq.state.ar.us)>  
**Sent:** Wednesday, April 17, 2024 7:04 AM  
**To:** Richard Healey (adpce.ad) <[Richard.Healey@adeq.state.ar.us](mailto:Richard.Healey@adeq.state.ar.us)>; Leslie Allen-Daniel (adpce.ad) <[Leslie.Allen-Daniel@adeq.state.ar.us](mailto:Leslie.Allen-Daniel@adeq.state.ar.us)>  
**Cc:** Amy Huneycutt (adpce.ad) <[Amy.Huneycutt@adeq.state.ar.us](mailto:Amy.Huneycutt@adeq.state.ar.us)>; Uniqika Marshall (adpce.ad) <[Uniqika.Marshall@adeq.state.ar.us](mailto:Uniqika.Marshall@adeq.state.ar.us)>  
**Subject:** FW: Complaint received on AFIN 69-00000  
**Importance:** High

Richard,

Please find the complaint information below but I have since updated the complaint record to include the City of Mountain View's permit information. It appears that contractors for the city made an error that may have resulted in an SSO or discharge into a residence. I am referring this complaint to Enforcement to determine if the city has reported it and what corrective actions they are taking. Can an EA reach out to the city and determine what they are doing about remediating any discharge.

Thanks,

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



**ARKANSAS**  
ENERGY & ENVIRONMENT

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**From:** Uniqika Marshall (adpce.ad) <[Uniqika.Marshall@adeq.state.ar.us](mailto:Uniqika.Marshall@adeq.state.ar.us)>  
**Sent:** Tuesday, April 16, 2024 1:52 PM  
**To:** Amy Huneycutt (adpce.ad) <[Amy.Huneycutt@adeq.state.ar.us](mailto:Amy.Huneycutt@adeq.state.ar.us)>  
**Cc:** Brent Walker (adpce.ad) <[Brent.L.Walker@adeq.state.ar.us](mailto:Brent.L.Walker@adeq.state.ar.us)>; Jason Bolenbaugh (adpce.ad) <[Jason.Bolenbaugh@adeq.state.ar.us](mailto:Jason.Bolenbaugh@adeq.state.ar.us)>; Michael Young (adpce.ad) <[Michael.Young@adeq.state.ar.us](mailto:Michael.Young@adeq.state.ar.us)>  
**Subject:** FW: Complaint received on AFIN 69-00000  
**Importance:** High

Amy,

My call with Mrs. Phoenix has been entered into PDS as 032656, please let me know if I can further assist.

Thanks,

**Uniqika Marshall** | Administrative Analyst  
**Division of Environmental Quality | Office of Water Quality | Permits Branch**  
5301 Northshore Drive | North Little Rock, AR 72118  
t: 501.682.0972 | e: [Uniqika.Marshall@adeq.state.ar.us](mailto:Uniqika.Marshall@adeq.state.ar.us)



**ARKANSAS**  
ENERGY & ENVIRONMENT

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**From:** No-Reply <[No-Reply@adeq.state.ar.us](mailto:No-Reply@adeq.state.ar.us)>  
**Sent:** Tuesday, April 16, 2024 1:52 PM  
**To:** Uniqika Marshall (adpce.ad) <[Uniqika.Marshall@adeq.state.ar.us](mailto:Uniqika.Marshall@adeq.state.ar.us)>  
**Subject:** Complaint received on AFIN 69-00000

Complaint number: 032656

AFIN: 69-00000

AFIN/Facility Name: UNKNOWN (STONE COUNTY)

Complaint Name: UNKNOWN (STONE COUNTY)

Complaint City:

Complaint County: Stone

Complaint Description: Kay Phoenix called on behalf of her sister Julie Hatton, to report raw sewage overflowing into her home. Mrs. Phoenix stated 2/24/2024 the City sewer line broke in front of her sisters residence, causing an overflow of sewage to flood the home. After speaking with City officials, they informed her they are not in fault of the accident but the performing company they hired are responsible. The company has since then repaired the break in the line and have stopped the overflow of sewage. However the home is still filled with dried sewage forcing the homeowners out of their home. She has requested a callback,