

## Jason Bolenbaugh (adpce.ad)

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**From:** Kristen Graham (adpce.ad)  
**Sent:** Monday, April 22, 2024 9:23 AM  
**To:** Richard Healey (adpce.ad); Leslie Allen-Daniel (adpce.ad); Jason Bolenbaugh (adpce.ad); Amy Huneycutt (adpce.ad)  
**Cc:** Alan Anderson (adpce.ad)  
**Subject:** FW: Sewer back up in house at 112 North Vine Ave.

Good morning, all.

Please see the below email from the Facility regarding last week's complaint regarding Mountain View.

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**From:** water superintendent <watersuperintendent@cityofmntnview.com>  
**Sent:** Thursday, April 18, 2024 4:10 PM  
**To:** Kristen Graham (adpce.ad) <Kristen.Graham@adeq.state.ar.us>  
**Subject:** Sewer back up in house at 112 North Vine Ave.

On February 24, 2024, there was a backflow into a house at 112 North Vine Avenue, which was caused by a contractor leaving a pipe open and the bank collapsed enough to block off the main. After talking the contractor, he said they were cleaning it up but the owner wasn't happy and asked for a professional service. I talked to the contractor employee today and he said that he understood that the insurance companies were dealing with the issue.

I also talked to the home owner today who also said that the insurance companies were involved. It's my understanding from the owner that the insurance companies are trying to find someone who will fix it within their price range. At least that is what I understood, since she said that they received their third estimate yesterday.

I hope this is what you are looking for. If I can be of any other assistance please let me know.

Thank you,  
Keith Johnson  
Mountain View Water  
and Wastewater

PS, I did fill out an SSO report today as you requested. I did not have a clue as to how much flowed into the house.