



ARKANSAS
Department of Environmental Quality

May 30, 2008

Belva Plumlee, Wastewater Utility Manager
1901 N.E. A Street
Bentonville, Arkansas 72712

RE: AFIN: 04-00154

NPDES Permit No.: AR0022403

Dear Ms. Plumlee:

On May 08, 2008, I performed a routine pretreatment compliance evaluation inspection of the Bentonville wastewater treatment facility in accordance with the provisions of the federal Clean Water Act, the Arkansas Water and Air Pollution Control Act, and the regulations promulgated there under. This inspection revealed the following violations:

1. 3M OMNI Preventative Care was incorrectly determined to be a Non-Significant Categorical User and was permitted as such. The permit issued to the facility allows for a maximum daily discharge of 400 gpd. This is in violation of 40 CFR 403.3(v)(2). One of the many conditions necessary for Non-Significant Categorical User determination is that the Industrial User never discharges more than 100 gpd of total categorical wastewater.
2. The Baseline Monitoring Report submitted to the City by 3M OMNI Preventative Care is incomplete. This is in violation of 40 CFR 403.12(b). The certification of compliance must be submitted to the POTW.
3. Table II toxic pollutants analysis for POTW influent and effluent was not included in the 2007 Annual Report as required by Part III.9.C of your NPDES permit.

In addition, the following issues were noted concerning Wal-Mart TMG, the Industrial User (IU) visited on this date:

1. The facility is not conducting monthly flow device checks to ensure that the devices are capable of measuring flows with a maximum deviation of 10% from true discharge rates.
2. The City questions the annual flow device calibration methodology based on the City's observation of the flow measurement technique employed during the calibration procedure performed by Instrument & Supply, Hot Springs.
3. Recurring electrical problems due to corrosion of lines/wiring in the sampling manhole are sufficient to require replacement. In 2007, eight (8) of ten (10) City sampling events were unsuccessful due to this issue. This was also the case for City sampling events in April and May of 2008.
4. The City is investigating the validity of self-monitoring reports and lab analyses based on the electrical problems discussed above and flow records. Please submit to the ADEQ the results of your investigation.

5. Floor drain plugs in the area of two (2) 800 gallon chemical tanks containing truck-washing detergent had been removed. The floor drain plug requirement was in lieu of a slug control plan.
6. The IU's contract lab is not consistently listing the person performing the lab analysis in their records. No analyst was listed in records reviewed for January and April of 2008.

The above items require your immediate attention. Please submit a written response to these findings to the Water Division Enforcement Branch of this Department at the following address:

Water Division Enforcement Branch
Arkansas Department of Environmental Quality
5301 Northshore Drive
North Little Rock, AR 72118-5317

This response should contain detailed documentation describing the course of action taken to correct the items noted. This corrective action should be completed as soon as possible, and the written response is due by June 20, 2008.

For additional information you may contact the enforcement branch by telephone at 501-682-0639 or by fax at 501-682-0910.

If I can be of any assistance, please contact me at 479-267-0811, ext. 16.

Sincerely,

A handwritten signature in black ink, appearing to read "John Fazio". The signature is stylized and cursive.

John Fazio
District 1 Field Inspector
Water Division

cc: Enforcement Branch
Permits Branch



UNITED STATES ENVIRONMENTAL PROTECTION AGENCY
Washington, D.C. 20460

Form Approved
OMB No. 2040-0003
Approval Expires 7-31-85

NPDES Compliance Inspection Report

Section A: National Data System Coding

Transaction Code	NPDES										yr/mo/day					Inspec. Type	Inspector	Fac Type										
1	N	2	5	3	A	R	0	0	2	2	4	0	3	11	12	0	8	0	5	0	8	17	18	I	19	S	20	2
Remarks																												
0	0	1	C																									
Inspection Work Days				Facility Evaluation Rating				BI		QA		-----Reserved-----																
67				69	70	N	71	N	72	N	73		74	75														80

Section B: Facility Data

Name and Location of Facility Inspected (For industrial users discharging to POTW, also include POTW name and NPDES permit number)		Entry Time /Date	Permit Effective Date
Wal-Mart TMG 6301 S.W. Regional Airport Blvd. Bentonville, AR 72616-6701		1440 / 05-08-08	NA
POTW: City of Bentonville Permit #: AR0022403		Exit Time/Date	Permit Expiration Date
		1545 / 05-08-08	NA
Name(s) of On-Site Representative(s)/Title(s)/Phone and Fax Number(s)			Other Facility Data
Chris Parsons, Shop Manager, 479-254-3257			
Name, Address of Responsible Official/Title/Phone and Fax Number		Chris	
Parsons, Shop Manager, 479-254-3257 Wal-Mart TMG 6301 S.W. Regional Airport Blvd. Bentonville, AR 72616-6701		Contacted Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	

Section C: Areas Evaluated During Inspection

(S = Satisfactory, M = Marginal, U = Unsatisfactory, N = Not Evaluated)

N	Permit	N	Flow Measurement	N	Operations & Maintenance	N	CSO/SSO
N	Records/Reports	N	Self-Monitoring Program	N	Sludge Handling/Disposal	N	Pollution Prevention
N	Facility Site Review	N	Compliance Schedules	Y	Pretreatment	N	Sampling
N	Effluent/Receiving Waters	N	Laboratory	N	Storm Water		Other:

Section D: Summary of Findings/Comments (Attach additional sheets if necessary)

1. Facility is not performing monthly flow device checks to ensure that the devices are capable of measuring flows with a maximum deviation of 10% from true discharge rates.
2. Controlling Authority (CA) questions the annual flow device calibration methodology based on CA's observation of Instrument & Supply, Hot Springs, measurement technique during calibration.
3. Recurring electrical problems (corrosion) in the sampling manhole are sufficient to require replacement.
4. In 2007, 8 of 10 city sampling events were unsuccessful due to electrical connections issues. This was also the case in April and May, 2008.
5. City is investigating validity of self-monitoring records and lab analyses based on flows and the electrical problems discussed above.
6. Floor drain plugs in the area of two 800 gallon chemical tanks (truck washing detergent) were removed. Floor drain plug requirement was in lieu of a slug control plan.
7. IU's contract lab not consistently listing analyst in records (ex: not listed in 01/08 and 04/08).

Name(s) and Signature(s) of Inspector(s)	Agency/Office/Telephone/Fax	Date
John Fazio	Arkansas Dept. of Environmental Quality / Fayetteville / 479-267-0811, ext. 16	May 30, 2008
Signature of Reviewer	Agency/Office/Phone and Fax Numbers	Date

ARKANSAS DEPARTMENT OF ENVIRONMENTAL QUALITY
PRETREATMENT COMPLIANCE INSPECTION (PCI) REPORT

Name of Municipality: City of Bentonville

AFIN Number: 04-00154

NPDES Permit Number(s): AR0022403, AR0022403C, ARR00C404, ARR000192

Program Tracked under NPDES Permit Number: AR0022403

Fact Sheet Preparation Date: N/A

Date of Last PCI/Audit: 05-10-07 / 06-20,21,22-06

Date of Last Annual Report: 11-2007

Name of Inspector: John A. Fazio

Date PCI Performed: 05-08-08

Name, Title, and Telephone Number of Facility Representative:
Nancy Busen, Laboratory Supervisor & Pre-Treatment Coordinator,
479-271-3160

Name and Title of Other Participants: N/A

Number of IUs Visited: 1

Name(s) of IUs Visited: Wal-Mart TMG

AN IU SITE VISIT FORM SHOULD BE COMPLETED FOR EACH IU VISITED

NOTE: ANY QUESTION PRINTED IN ALL CAPS AND BOLD PRINT INDICATES A REGULATORY REQUIREMENT AND MUST BE ANSWERED FOR THE PCI REPORT TO BE COMPLETE. A NO ANSWER TO ONE OF THESE QUESTIONS SHOULD RESULT IN AN UNSATISFACTORY RATING.

Form approved July 1989

A. INDUSTRIAL USER SURVEY

1. List any Significant Industrial Users (SIUs) which have been added or deleted from the program since the last audit or inspection. Fujicolor Processing, Inc. closed June, 2007. 3M OMNI Preventative Care added February, 2008.

2. Has ADEQ or EPA been notified of these changes? Yes

3. **HAS THE INDUSTRIAL USER SURVEY BEEN KEPT UPDATED?** Yes

4. What procedures are being used to update the IU Survey?
Recent efforts include a 2007 mail-out of site-specific questionnaires to and inspection of six Wal-Mart Facilities & Consumer Testing Laboratories. City Planning sends POTW primary blueprints of new businesses that are potential dischargers of pollutants of concern. Inspections of these facilities are conducted. Yellow pages are used to keep abreast of new businesses. Utility accounts with > 25,000 GPD discharge routed to POTW. Participation in various effective programs and committees for alternatives to flushing of pharmaceutical drugs; upcoming flyer mail-out w/ utility bills and recent mail-out to apartment complexes discussing proper disposal of oil and grease, pharmaceuticals, etc.

5. Total number of Significant Industrial Users, according to the definition used by the POTW. (This number must be greater than or equal to the answer to question 6) 4

6. Number of Categorical Industrial Users: 1

7. How does the POTW determine the appropriate categorical standards to apply to an IU? Facility personnel reviews applicable regulations, visits industrial users and determines what regulations apply.

8. List all categorical IUs discharging under the approved (such program. Include the name of the IU, the regulatory category as Metal Finishing), and the regulated process (phosphating, zinc plating, etc.) Additional listings can be made in the comments section if necessary.

Name of IU:	Category:	Regulated Process:
3M OMNI Preventative Care	SIC 2834 Pharmaceutical Manufacturing Point Source	Mixing/Compounding and Formulation of Pharmaceutical Product

B. LOCAL LIMITS

1. IS THE POTW APPLYING LOCAL LIMITS WHICH HAVE BEEN APPROVED BY ADEQ OR EPA? Yes, technically-based local limits have been established.

2. Describe any apparent problems with the local limits.
None

3. How often are pollutant scans of POTW influent, effluent, and sludge performed by the POTW? Does this fulfill the requirements of the approved program (as described in the fact sheet) and part III of the NPDES permit?

Pollutant:	Frequency:	Requirement in		Comments:
		Permit:	Program:	
Metals:				
Influent:	<u>1/quarter</u>	<u>1/quarter</u>	<u>0/year</u>	<u></u>
Effluent:	<u>1/quarter</u>	<u>1/quarter</u>	<u>0/year</u>	<u></u>
Sludge:	<u>1/quarter</u>	<u>1/quarter</u>	<u>0/year</u>	<u></u>
Organics:				
Influent:	<u>1/year</u>	<u>1/year</u>	<u>0/year</u>	<u></u>
Effluent:	<u>1/year</u>	<u>1/year</u>	<u>0/year</u>	<u></u>
Sludge:	<u>1/quarter</u>	<u>1/quarter</u>	<u>0/year</u>	<u></u>

4. Have there been any inhibitions or upsets at the POTW (since the last PCI of Audit) which were believed to be caused by industrial discharges? If so, describe the action taken by the City to ensure that the incident would not recur. Were these actions effective?
No

C. INDUSTRIAL USER CONTROL MECHANISM

1. Is the POTW using the type of control mechanism (permit, agreement, etc.) required by the approved program? Yes, permit.

2. How many IU permits (or other control documents) have been issued? 4

3. DO ALL SIGNIFICANT IUS HAVE CURRENT (UNEXPIRED) CONTROL DOCUMENTS? IF NOT, LIST ALL UNPERMITTED SIUS, THE DATE OF EXPIRATION OF THEIR PREVIOUS PERMIT (IF APPLICABLE), AND THE REASON FOR DELAY IN ISSUING THE REQUIRED DOCUMENT.
Yes

4. Does the control document contain the following items?
An expiration date: Yes

Discharge limitations: Yes

If the program requires self-monitoring by the IUs, do the Permits contain:

IU self-monitoring requirements: Yes

IU reporting requirements: Yes

5. Indicate which of the following recommended standard conditions are contained in the control documents:

Sample location: Yes

Type of sample: Yes

Monitoring frequency: Yes

Bypass prohibition: Yes

Right of entry: Yes

Nontransferability: Yes

Revocation clause: Yes

Penalty Provisions: Yes

Slug load notification: Yes

Notification of process change: Yes

D. MONITORING OF IUS BY POTW

1. Indicate current inspection and sampling frequency and program requirement below:

	Current frequency:	Program Requirement:
Sampling:		
categorical IUs	<u>At least 1/year</u>	<u>1/year</u>
other SIUs	<u>Every 2 months</u>	<u>1/year</u>
Inspection:		
categorical IUs	<u>At least 1/year</u>	<u>1/year</u>
other SIUs	<u>At least 1/year</u>	<u>1/year</u>

2. HAS EACH SIU BEEN INSPECTED AND SAMPLED AT THE FREQUENCY REQUIRED BY THE APPROVED PROGRAM? Yes

3. Are inspections announced or unannounced? Announced

4. Are records kept of each inspection? Yes

5. Does the inspection report contain an adequate description of the following:

Date and time of inspection: Yes

Officials present: Yes

Inspection of chemical storage areas: Yes

Description of regulated processes, categorical waste streams, and discharge location of these waste streams: Yes

Inspection of the pretreatment facilities: Yes

Review of self-monitoring records: Yes

Observation of IU self-monitoring procedures: Yes

Verification that approved analytical techniques are used: Yes

Verification of IU flow measurement (where required): Yes

6. Overall adequacy of inspection documentation: Good. Recent inspections have been thorough and detailed, citing permit violations not noted on previous inspections.

7. DOES THE POTW SAMPLE IUS FOR ALL POLLUTANTS REGULATED IN THEIR PERMITS? (IT IS NOT NECESSARY TO SAMPLE FOR ALL POLLUTANTS EVERY TIME, BUT IT MUST BE DONE PERIODICALLY). Yes

8. Are analyses performed in accordance with EPA-approved methods (40 CFR 136)? Yes

9. Are sampling and flow monitoring equipment properly maintained? POTW's equipment is properly maintained.

10. Is the POTW keeping proper field notes and chain of custody forms? Yes

11. Is the sampling location representative of the discharge to the collection system? Yes

12. Are sampling locations identified in POTW records? Yes

13. Are sampling services available in an emergency? Yes

14. What are the POTW's procedures for tracking receipt and review of IU reports, such as BMRs, semi-annual reports, progress reports, bypass reports, and self-monitoring reports? Data from self-monitoring reports is entered and tracked on spreadsheets. Hard copies are kept of self-monitoring reports, lab report forms, COCs, flow charts and pH charts. Hard copy of BMR on file.

15. ARE SELF-MONITORING REPORTS REVIEWED TO VERIFY THAT ANALYSES WERE PERFORMED FOR ALL REGULATED PARAMETERS, AND TO EVALUATE COMPLIANCE WITH EFFLUENT LIMITS? Yes.

16. IF VIOLATIONS ARE FOUND IN REPORTS, DOES THE POTW RESPOND TO ALL VIOLATIONS? Yes.

17. What are the POTW's procedures for following up violations?
In accordance with their Enforcement Response Plan.

18. **HAS THE POTW REVIEWED BMRS FOR COMPLIANCE WITH 40 CFR
403.12(b)?: Yes**

Review a Baseline Monitoring Report from the POTW's file,
and indicate which of the following items can be identified
in the BMR:

Name and address: Yes

Other environmental permits held: N/A

Description of operations: Yes

Process flow diagrams: Yes

Flow measurements: Yes

Measurements of regulated pollutants: Yes

Certification of compliance by the IU: No; POTW has
required 3M OMNI to submit certification.

Compliance schedule (if needed): N/A

19. Additional comments on the POTW's inspection and sampling
procedures:

5. Comments on the POTW's enforcement procedures:
The enforcement program has been implemented.
There was one instance noted where variance from the ERP
protocol occurred. Kraft Foods had 3 consecutive oil & grease
exceedances in 12/07. Rather than issuance of an AO,
a meeting was held with the IU that effectively addressed
the issue.

F. POTW'S PRETREATMENT ORGANIZATION STRUCTURE

1. Is the program structure essentially the same as that presented in the approved pretreatment program? Yes.
2. Are staffing levels adequate? Additional staff time dedicated to the program would be helpful.
3. Are the responsible officials familiar with the approved program? Yes.

G. MULTIJURISDICTIONAL ISSUES

1. List any IUs which are located outside of the jurisdictional area of the POTW: Northwest Arkansas Regional Airport (NWARA), City of Centerton POTW.
2. Does the POTW have adequate procedures for controlling IUs located outside its jurisdictional area? Yes.
3. Does the POTW have copies of permits for IUs in other cities? N/A, none permitted - contracts only.
4. Have any of these IUs met the criteria for Significant Violator? If so, have they been published by the POTW in its annual list of Significant Violators? No.
5. Comments on multijurisdictional issues: NWARA should be surveyed and/or visited again to determine if they are now a significant and/or categorical user. This was noted on last inspection.

H. EVALUATION AND COMMENTS

Bentonville POTW:

1. 3M Omni Preventative Care was incorrectly determined to be a Non-Significant Categorical User. The permit issued to the industry allows for a maximum daily discharge of 400 gpd. One of the many conditions necessary for Non-Significant Categorical User determination is that the Industrial User never discharges more than 100 gpd of total categorical wastewater (403.3(v)(2)).
2. The BMR submitted to CA by 3M Omni Preventative Care is incomplete. The Certification of Compliance must be provided to the CA by the SIU.
3. NWARA must be re-visited as soon as possible to determine if they are now a SIU or Categorical User. This was noted on the last inspection.
4. Table II toxic pollutants analysis for influent and effluent was not included in the 2007 Annual Report as required by your NPDES permit.

The Annual IU Survey is satisfactory. It is necessary to continue to send out surveys/questionnaires to additional business/industry sectors on a regular basis. It is critical that you document your survey efforts so that they are all available for review (i.e. inspections, returned questionnaires, etc.). CA should become more familiar with some of the regulation requirements for categorical users, as growth in the Bentonville area has become rapid.

Wal-Mart TMG:

Several issues that need to be addressed and resolved exist at this facility, including the validity of some of the self-monitoring requirements. Details are discussed in IU inspection. The ADEQ appreciates your diligence in the investigation of these matters.

PRETREATMENT COMPLIANCE INSPECTION

IU SITE VISIT FORM

Name of Industry: Wal-Mart TMG

POTW Name: City of Bentonville

Industry Contacts: Chris Parsons, Shop Manager

Date and Time of Visit: 05-08-08 / 1440

Description of Manufacturing Process:
N/A

Sources of Process Wastewater:
Wastewater from truck washing and floor cleaning in maintenance bays.

Categorical Industry? No

Basis for Limits: Local limits

Point of Application: At the discharge pipe

Description of Pretreatment Equipment and Procedures:
Three sand/oil separators are used to treat discharged process wastewater.

Spill Prevention and Solvent Management Procedures:
Have an SPCC plan. Sand/oil separators are cleaned out quarterly by January Environmental, Oklahoma City, OK.
Waste oil/antifreeze disposed by January Environmental.

Sampling Location and Equipment:
6" Palmer-Bowlus flume inserted into a 6" line on the north side of the maintenance garage. SIU contract lab and WWTP provide auto-samplers.

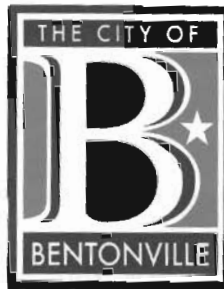
PPETS CODE SHEET

PRETREATMENT COMPLIANCE INSPECTION (PCI)

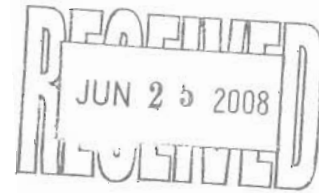
		CODE
INSPECTOR'S NAME:	<u>John A. Fazio</u>	
NAME OF FACILITY:	<u>City of Bentonville, Arkansas</u>	
PERMIT NUMBER USED TO TRACK PROGRAM:	<u>AR0022403</u>	NPID
DATE OF PCI:	<u>May 08, 2008</u>	DTIA

PPETS WENDB DATA ELEMENTS

NUMBER OF SIGNIFICANT IUS (SIUS):	<u>4</u>	SIUS
NUMBER OF CATEGORICAL IUS:	<u>1</u>	CIUS
SIUS NOT SAMPLED OR INSPECTED BY POTW:	<u>0</u>	NOIN
SIUS WITHOUT CONTROL MECHANISM:	<u>0</u>	NOCM
SIUS IN SIGNIFICANT NONCOMPLIANCE WITH STANDARDS OR REPORTING:	<u>0</u>	PSNC
SIUS IN SIGNIFICANT NONCOMPLIANCE WITH SELF-MONITORING REQUIREMENTS:	<u>0</u>	MSNC
SIUS IN SIGNIFICANT NONCOMPLIANCE WITH SELF-MONITORING AND NOT INSPECTED OR SAMPLED BY POTW:	<u>0</u>	SNIN



WASTEWATER DEPARTMENT



June 24, 2008

Water Division Enforcement Branch
Arkansas Department of Environmental Quality
5301 Northshore Drive
North Little Rock, AR 72118-5317

AFIN: 40-00154

NPDES Permit No.: AR0022403

In reply to the pretreatment compliance evaluation report from John Fazio received 6/16/08, the following actions have been taken;

1. 3M OMNI Preventive Care was issued a revised permit as a categorical industrial user instead of a non-significant categorical industrial user on May 30, 2008.
2. A certificate of compliance was requested and received from 3M OMNI Preventive Care on June 16, 2008.
3. Table II data *is* included in the 2007 annual report. Only the priority pollutants that were detected need to be on the report per Allen Gilliam, ADEQ, Pretreatment Division.

Wal-Mart TMG;

1. The wastewater laboratory technicians will check the calibration of the flow meter monthly and log the results. In the event of a deviation of more than 10%, Wal-Mart TMG will be notified and required to have the meter recalibrated.
2. We will recheck the calibration after the certification each year.
3. Wiring was repaired May 13th and a quick disconnect added to remove the contact pins from the manhole except during sampling.
4. The contract laboratory submitted corrected flow data indicating a decimal error was to blame for the low flow previously reported.
5. Management was notified that floor drain plugs not in place will constitute a violation of the permit and require submission of a slug control plan.
6. Notices of violation will be issued for any further contract lab reports that fail to list the initials of the analyst performing the test.

Sincerely,

Belva Plumlee
Wastewater Utilities Manager
City of Bentonville
1901 N.E. "A" Street
Bentonville, AR 72712
Office: (479)271-3160 Fax: (479)271-3163