



CITY OF
FAYETTEVILLE
ARKANSAS

January 18, 2017

Mr. Layne Pemberton
Enforcement Analyst
Office of Water Quality, Enforcement Branch
Arkansas Department of Environmental Quality
5301 Northshore Drive
North Little Rock, AR 72118

Dear Mr. Pemberton,

This is in response to your letter of November 27, 2017 concerning 34 Sanitary Sewer Overflows from July 19, 2016 through November 16, 2017. Attached please find the City of Fayetteville's SSO Corrective Action Plan. The spreadsheet documents the incident, the corrective action taken to correct and prevent reoccurrence of the incident in the future.

There was no design needed to correct the problems, as the solution to the problems were debris removal, point or pipe repairs, or SOP changes. Of the 34 reported SSO's 13 were due to stoppages, 11 required point repairs, 9 occurred during a flooding event, and 1 was due to human error.

The Water & Sewer Division has an ongoing preventative maintenance program to minimize stoppage incidents. Areas are prioritized for cleaning as a result of the number of stoppages and according to basin drainage patterns. Grease and root stoppages are added to a frequent cleaning schedule to clean those known maintenance problems as often as every 60 days. Eight of the reported stoppages were placed on a frequent cleaning schedule.

The Water & Sewer Division conducts a program of closed circuit television inspections on the sanitary sewer system and tracks information gathered during cleaning efforts to identify defects in the sewer system. Repairs are then prioritized and scheduled for repair in an effort to prevent the defects from resulting in overflows. The repairs are accomplished by in-house crews, and CIPP rehabilitation is performed through an annual CIPP contract.


All incidents at the WWTPs are quickly mitigated and analyzed, and corrective action is immediately taken to prevent the occurrence from happening again.

If you need any additional information or have any questions please contact us at (479) 575-8390 or (479) 575-8392.

Sincerely,



Tim Nyander
Utilities Director
City of Fayetteville



Mark Rogers
Operations Manager
Water & Sewer Division
City of Fayetteville

Attachment

NPID	FacilityName	Location	DateSSOformReceived	DateOverflowStarted	DateOverflowStopped	TimeOverflowStarted	TimeOverflowStopped	Volume	Stream	IsSSO	IsBypass	Description	Comments	Corrective / Preventive Actions
AR0020010	FAYETTEVILLE, CITY OF	225 N. Trent Ave., Fayetteville. Manhole number W-021095b. Pavement	11/13/2017 0:00	11/10/2017 0:00	11/10/2017 0:00	9:22 PM	9:38 PM	5	SSO Reached Public Land Only (ground)	TRUE	FALSE	Manhole overflow	11/10/17, Sewer main backed up from rags and rocks.	1. Washed sewer main and unstopped the blockage. 2. Teleased the sewer main and found a narrow invert with sharp bend, line has been insturformed and is in good shape. 3. Replace manhole with new manhole (completed 12/22/2017).
AR0020010	FAYETTEVILLE, CITY OF	Paul R Noland WWTP, 1400 N Fox Hunter Rd, Fayetteville, AR. Overflow of partially treated water occurred from four facility drains overflow went onto facility grass and drives, no volume of water left the facility.	9/14/2017 0:00	9/13/2017 0:00	9/14/2017 0:00	10:35 PM	1:20 AM	45000	SSO Occured at Treatment Plant	TRUE	FALSE	Facility Drain Overflows	Early morning on Thursday 14, September 2017 at the Noland WWTP (AFIN #72-00781, AR0020010) facility Operators became aware that periodically between the times of 22:35 (09/13/17) to 01:20 (09/14/17) the influent pump station (IPS) wet-well surface level reached high enough elevations that partially treated process water backed-up out of and pooled around four facility drains. Shortly after the 01:20 hour the SSO's ceased as the wet-well level dropped to within full containment as collection system flows gradually slowed to within IPS 1's Pump #2 & Pump #4 capacities.	1. Operator error was the root cause of this overflow. The root cause of this SSO can be traced back to two critical oversites by the shift Operator. The first oversite was failure to carry out their training of standard Influent Pump Station (IPS) operation. Prior to SSO, IPS wet-well levels began to rise following the shift Operator's failure to reset the 'lead' IPS pump following a 'Low wet-well Alarm'. The second oversite occurred approximately two hours later, shortly before the initial SSO. The shift Operator called the On-call Operator after receiving a 'High wet-well Alarm'. Shift Operator was instructed by On-call to turn on an additional IPS pump, to monitor the wet-well level trend downward to normal level, to increase IPS pump VFD power as needed, and to call back in case wet-well levels stayed high. Unfortunately shift Operator did not increase VFD power and failed to call the On-call Operator as both wet-well levels remained high and SCAADA continued issuing 'High wet-well' alarms. 2. Additional training was given to all Operators. Additional influent pump status monitoring will be added to the scada system.
AR0020010	FAYETTEVILLE, CITY OF	333 N. Smith Ave., Fayetteville, manhole number W-(13A)187 - W-(13A)187a, ground,	9/1/2017 0:00	8/31/2017 0:00	8/31/2017 0:00	9:30 AM	10:30 AM	25	SSO Reached Public Land Only (ground)	TRUE	FALSE	Manhole	8/31/17, Sewer manhole overflowed from solids buildup.	1. Washed sewer main to unstop main from blockage. 2. Teleased main and found grease was the reason for blockage. 3)Scheduled for frequent cleaning.
AR0020010	FAYETTEVILLE, CITY OF	160 W. 26th Circle, Fayetteville, AR, W-051057-W-051056, Ground	8/10/2017 0:00	8/9/2017 0:00	8/9/2017 0:00	8:15 PM	9:30 PM	30	SSO Reached Public Land Only (ground)	TRUE	FALSE	Manhole	8/9/17, Sewer manhole overflowed due to roots in sewer main.	1. Washed sewer main to unstop manhole from root blockage. 2. Teleased sewer main to see where the roots were coming in. 3. Made repair on sewer main where there was a crack and roots were growing in to main causing backup.
AR0020010	FAYETTEVILLE, CITY OF	Paul R Noland WWTP, 1400 N Fox Hunter Rd, Fayetteville. AR overflow of W3 from air-release valve vault box on the W3 Return Line from Effluent Pump Station. W3 overflow went into surrounding property.	8/8/2017 0:00	7/31/2017 0:00	8/7/2017 0:00	12:00 PM	1:17 PM	30,240 gallons	SSO Reached Receiving Water (river,stream)	FALSE	FALSE	W3 leak from an Air-Release Valve	On Monday 07, August 2017 at the Noland WWTP (AFIN #72-00781, AR0020010) a Maintenance Technician found water flowing out of an air release vault box along the W3 Return Line from Effluent Pump Station. Maintenance technicians stopped the flow of water by closing a ball-valve just prior to an air-release valve from where the water was leaking.	1. Replaced air release valve with new valve. The housing on this valve cracked which caused the valve to fail. This valve was only a few year's old. Other air relief valves installed at the same did not fail and are still in operation. 2. Maintenance staff will add valve inspections to Preventive Maintenance (PM) schedule.
AR0020010	FAYETTEVILLE, CITY OF	70 N Aqua Xing, Fayetteville, AR south of pond at address, W-091023, Entered West Fork White River	6/12/2017 0:00	6/11/2017 0:00	6/11/2017 0:00	4:20 PM	8:15 PM	3,000	SSO Reached Receiving Water (river,stream)	TRUE	FALSE	Manhole	6/11/17, Sewer manhole was overflowing from debris in manhole from heavy rain event.	1. Pumped out manhole to remove debris. 2. Washed the sewer main. 3 Cleaned up around manhole spread lime. 4. Put anchors and bolts through manhole to keep lid from coming off.
AR0020010	FAYETTEVILLE, CITY OF	430 N. Crossover Rd., Fayetteville, AR, W-091405, Ground	6/7/2017 0:00	6/6/2017 0:00	6/6/2017 0:00	1:00 PM	3:00 PM	250	SSO Reached Public Land Only (ground)	TRUE	FALSE	Bypass from main failure	6/6/17, Sewer was coming out of the ground where sewer was collapsed.	1. Washed sewer main but could not get through the line. 2. Made a 14-foot long repair where a high pressure gas line crossing below crossed and had settled.
AR0020010	FAYETTEVILLE, CITY OF	S. College Dr. and E. 29th Cir., Fayetteville, manhole number W-051121 -W-051113, Stream: Town Branch	5/23/2017 0:00	5/22/2017 0:00	5/22/2017 0:00	8:00 AM	1:00 PM	250	SSO Reached Receiving Water (river,stream)	TRUE	FALSE	Manhole	5/22/2017, Sewer manhole was overflowing from root intrusion.	1. Washed sewer main to unstop blockage from roots. 2. Had to rod and rootcut in the manhole. 3. Teleased the main to find the cause of root intrusion. 4. Repaired sewer main to prevent root intrusion.
AR0020010	FAYETTEVILLE, CITY OF	lift-station #23 (Masters) 440 East Fairway Ln, Fayetteville, AR Open-channel, Ditch	5/17/2017 0:00	4/26/2017 0:00	4/26/2017 0:00	7:40 AM	9:03 AM	500	SSO Reached Receiving Water (river,stream)	TRUE	FALSE		Continuation or Addendum to 4/27/17 SSO Report, Confirmation Number 8650665-c97a-4a48-a68f-ba361021589. SSO overflow destination revised from Town Creek to nearby open-channel or ditch. Further investigations of drainage area since initial 4/30/17 report submission date indicates overflows from List Station #23 enter a nearby open-channel or ditch. Said ditch travels approximately 0.5 miles to an Un-Named Tributary that continues approximately 1.5 miles to the West Fork of White River.	1. This event occurred during the FEMA declared natural disaster. This duplex station had the redundant pump out for service. The firm capacity of this station is designed for one pump. The record setting rain event overwhelmed this stations pumping ability. 2. Planning in progress to have lift-station removed and service line converted to gravity flow. In the interim a third spare pump was ordered and on the shelf as a critical spare.
AR0020010	FAYETTEVILLE, CITY OF	lift-station #23 (Masters) 440 East Fairway Ln, Fayetteville, AR Open-channel, Ditch	5/17/2017 0:00	4/29/2017 0:00	4/29/2017 0:00	3:06 PM	11:02 PM	1,200 gallons	SSO Reached Receiving Water (river,stream)	TRUE	FALSE		Continuation or Addendum to 4/30/17 SSO Report, Confirmation Number 81d8bb56-b4ea-4a52-8878-5285d4c0029c. SSO overflow destination revised from Town Creek to nearby open-channel or ditch. Further investigations of drainage area since initial 4/30/17 report submission date indicates overflows from List Station #23 enter a nearby open-channel or ditch. Said ditch travels approximately 0.5 miles to an Un-Named Tributary that continues approximately 1.5 miles to the West Fork of White River.	1. This event occurred during the FEMA declared natural disaster. This duplex station had the redundant pump out for service. The firm capacity of this station is designed for one pump. The record setting rain event overwhelmed this stations pumping ability. 2. Planning in progress to have lift-station removed and service line converted to gravity flow. In the interim a third spare pump was ordered and on the shelf as a critical spare.
AR0020010	FAYETTEVILLE, CITY OF	Brooks St. (Town Branch Trail) W-(14)030 W-(14)122. Entered stream Town Branch, lime was not put down because it would have gotten in the creek.	5/15/2017 0:00	5/13/2017 0:00	5/13/2017 0:00	2:30 PM	5:00 PM	250	SSO Reached Receiving Water (river,stream)	TRUE	FALSE	Manhole	5/13/17, Sewer manhole was overflowing from grease blockage.	1. Washed sewer main to unstop blockage of grease. 2. Teleased the sewer main. Cleaned up solids, did not spread lime because it would have gotten into water. 3)Scheduled for frequent cleaning.
AR0020010	FAYETTEVILLE, CITY OF	302 S. Gregg Ave., Fayetteville, manhole number W-18/bc561, Stream : Tanglewood Branch.	5/2/2017 0:00	5/1/2017 0:00	5/1/2017 0:00	11:30 AM	11:40 AM	200	SSO Reached Receiving Water (river,stream)	TRUE	FALSE	Manhole	5/1/17, Manhole overflowed due to heavy rains.	1. Cleaned up solids. Heavy spring rains caused flooding this was declared a FEMA natural disaster.

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AR0020010	FAYETTEVILLE, CITY OF	Paul R Noland WWTF 1400 N Fox Hunter Rd, Fayetteville, AR on-site influent pump station back-up to facility yard & drives total volume contained	4/30/2017 0:00	4/29/2017 0:00	4/30/2017 0:00	9:00 PM	4:30 AM	425,000 gallons	SSO Occurred at Treatment Plant	TRUE	FALSE	On-site influent pump station released wastewater, contained on-site	During AM hours on Friday 29 April 2017, Fayetteville received a total of approximately 5.3 inches of rain over the course of 30 hours just over 4 inches of the total rainfall occurred within a 10 hr period Saturday afternoon of 30 April 2017. This latest storm event was the largest of three storms all having occurred within less than 10 days of each other producing nearly 12 inches of rainfall over the greater Fayetteville region. During this storm event the Paul R Noland WWTF on-site influent pump-stations experienced incoming flow rates exceeding peak pump capacities from approximately 21:00 to 04:30 (April 29-30). Highly diluted influent wastewater backed-up from out of the facilities exterior catchment drains (plumbed to IPS wet-wells) spilling onto nearby facility drives and grass areas. All released wastewater was contained and prevented from release to nearby White River. An estimated 425,000 gallons of highly diluted raw wastewater was released from on-site catchment drains, however the entire volume was contained and no wastewater was released to the environment.	1. During this FEMA declared natural disaster influent flows exceeded available pumping capacity. Three of the nine influent pumps were out of service for repair. 2. CIP funds have been budgeted for pump replacements and rebuilds.
AR0020010	FAYETTEVILLE, CITY OF	Lift-station #18 (Greenland) 202 N Sandy, Greenland, AR Manhole W-(32)122 to Ward Slough	4/30/2017 0:00	4/29/2017 0:00	4/29/2017 0:00	2:02 PM	11:02 PM	32,000	SSO Reached Receiving Water (river,stream)	TRUE	FALSE		approximately 5.3 inches of rain over the course of 30 hours just over 4 inches of the total rainfall occurred within a 10 hr period Saturday afternoon of 30 April 2017. This latest storm event was the largest of three storms all having occurred within less than 10 days of each other producing nearly 12 inches of rainfall over the greater Fayetteville region. During this latest storm event Greenland (#18) Lift-station experienced incoming flow rates exceeding peak pump capacities from 14:02 to 23:02 with a brief 2 hr. respite from 1600-1800. Sanitary sewer overflow occurred from a manhole prior to the lift-station's wet-well. All available pumps at this location were operational via SCADA monitoring prior to and through duration of SSO occurrence. An estimated 32,000 gallons of highly diluted raw wastewater was released from the manhole.	1. This event occurred during the FEMA declared natural disaster. Several city areas were exposed to record flash flooding and lift station experienced incoming flow rates exceeding peak pump capacities. 2. Planning in progress for lift-station upgrades to increase pumping capacity. The City of Fayetteville has implemented corrective actions to control I & I which has reduced station influent flows. The City of Fayetteville is in negotiations with the City of Greenland. These negotiations include funding for station upgrades.
AR0020010	FAYETTEVILLE, CITY OF	Lift-station #23 (Masters) 440 East Fairway Ln, Fayetteville, AR Town Creek	4/30/2017 0:00	4/29/2017 0:00	4/29/2017 0:00	3:06 PM	11:02 PM	1,200 gallons	SSO Reached Receiving Water (river,stream)	TRUE	FALSE		of approximately 5.3 inches of rain over the course of 30 hours just over 4 inches of the total rainfall occurred within a 10 hr period Saturday afternoon of 29 April 2017. This latest storm event was the largest of three storms all having occurred within less than 10 days of each other producing nearly 12 inches of rainfall over the greater Fayetteville region. During this latest storm event Masters (#23) Lift-station experienced incoming flow rates exceeding peak pump capacities briefly from 15:06 to 15:27 and then again from 16:43 to 23:02 (April 29). Sanitary sewer overflow occurred from the lift-station's wet-well. All available pumps at this location were operational via SCADA monitoring prior to and	1. This event occurred during the FEMA declared natural disaster. This duplex station had the redundant pump out for service. The firm capacity of this station is designed for one pump. The record setting rain event overwhelmed this stations pumping ability. 2. Planning in progress to have lift-station removed and service line converted to gravity flow. In the interim a third spare pump was ordered and on the shelf as a critical spare.
AR0020010	FAYETTEVILLE, CITY OF	Lift-station #18 (Greenland) 202 N Sandy, Greenland, AR Manhole W-(32)122 Ward Slough	4/27/2017 0:00	4/26/2017 0:00	4/26/2017 0:00	11:48 AM	1:00 PM	5,000 gallons	SSO Reached Receiving Water (river,stream)	TRUE	FALSE		During AM hours on 26 April 2017, Fayetteville received approximately 3.5 inches of rain within 12 hours this rainfall followed another 3+ inch storm event occurring five days ago (21 April). During this storm event Greenland (#18) Lift-station experienced incoming flow rates exceeding peak pump capacities from 11:48 to 13:00. Sanitary sewer overflow occurred from a manhole prior to the lift-station's wet-well. All available pumps at this location were operational via SCADA monitoring prior to and through duration of SSO occurrence. An estimated 5,000 gallons of highly diluted raw wastewater was released from the manhole and into nearby Ward Slough.	1. This event occurred during the FEMA declared natural disaster. Several city areas were exposed to record flash flooding and lift station experienced incoming flow rates exceeding peak pump capacities. 2. Planning in progress for lift-station upgrades to increase pumping capacity. The City of Fayetteville has implemented corrective actions to control I & I which has reduced station influent flows. The City of Fayetteville is in negotiations with the City of Greenland. These negotiations include funding for station upgrades.
AR0020010	FAYETTEVILLE, CITY OF	Paul R Noland WRRF 1400 N Fox Hunter Rd On-site pump station yard & drives - contained	4/27/2017 0:00	4/26/2017 0:00	4/26/2017 0:00	10:00 AM	4:30 PM	350,000 gallons	SSO Occurred at Treatment Plant	TRUE	FALSE	On-site influent pump stations released wastewater contained on-site	During AM hours on 26 April 2017, Fayetteville received approximately 3.5 inches of rain within 12 hours this rainfall followed another 3+ inch storm event occurring five days ago (21 April). During this storm event the Paul R Noland WTRF on-site influent pump-stations experienced incoming flow rates exceeding peak pump capacities from approximately 10:00 to 16:30 influent wastewater backed-up from out of on-site stormwater drains spilling onto nearby facility drives and grass areas. All released wastewater was contained and prevented from release to nearby White River. An estimated 350,000 gallons of highly diluted raw wastewater was released from on-site stormwater drains, however the entire volume was contained and no wastewater was released to the environment.	1. During this FEMA declared natural disaster influent flows exceeded available pumping capacity. Three of the nine influent pumps were out of service for repair. 2. CIP funds have been budgeted for pump replacements and rebuilds.
AR0020010	FAYETTEVILLE, CITY OF	Lift-station #23 (Masters) 440 East Fairway Ln, Fayetteville, AR Town Creek	4/27/2017 0:00	4/26/2017 0:00	4/26/2017 0:00	7:40 AM	9:03 AM	500 gallons	SSO Reached Receiving Water (river,stream)	TRUE	FALSE		During AM hours on 26 April 2017, Fayetteville received approximately 3.5 inches of rain within 12 hours this rainfall followed another 3+ inch storm event occurring five days ago (21 April). During this storm event Masters (#23) Lift-station experienced incoming flow rates exceeding peak pump capacities from 07:40 to 09:03. Sanitary sewer overflow occurred from the lift-station's wet-well. All available pumps at this location were operational via SCADA monitoring prior to and through duration of SSO occurrence. An estimated 500 gallons of highly diluted raw wastewater was released from the manhole and into nearby Town Creek.	1. This event occurred during the FEMA declared natural disaster. This duplex station had the redundant pump out for service. The firm capacity of this station is designed for one pump. The record setting rain event overwhelmed this stations pumping ability. 2. Planning in progress to have lift-station removed and service line converted to gravity flow. In the interim a third spare pump was ordered and on the shelf as a critical spare.
AR0020010	FAYETTEVILLE, CITY OF	2420 S. School Ave., Fayetteville, AR W-(05)036, Pavement	4/27/2017 0:00	4/26/2017 0:00	4/26/2017 0:00	10:20 AM	2:40 PM	15,000	SSO Reached Public Land Only (ground)	TRUE	FALSE	Sewer Manhole	4/26/17, Sewer manhole overflow due to heavy rains from grease and paper towels.	1. Washed sewer main to unstop main, grease and paper towels caused the blockage. 2. Cleaned up solids around manhole. 3) Scheduled for frequent cleaning.
AR0020010	FAYETTEVILLE, CITY OF	16464 East Wyman Rd, Fayetteville AR. The overflow occurred at the Biosolids Management Site portion of the Noland WRRF. The flow made it to the grass inside the facility grounds.	4/26/2017 0:00	4/26/2017 0:00	4/26/2017 0:00	6:30 AM	8:30 AM	3000	SSO Occurred at Treatment Plant	TRUE	FALSE	Site storm drain pipe that the thermal dryer condensate, site wastewater, thermal dryer cooling water, and storm water carries to the site pump station to return to the plant for processing.	Torrential rainfalls overloaded the Biosolids Management Site's ability to return the thermal dryer condensate, site wastewater, thermal dryer cooling water, and storm water to the Noland Plant for processing. This allowed the flows to back up onto the concrete containment apron until eventually spilling approximately 3000 gallons onto the plant grounds.	1. This event occurred during the FEMA declared natural disaster. Torrential rainfall and flooding entered the thermal and solar dryer containment area and overwhelmed the liftstation pumping capacity. 2. To reduce the amount of flow introduced to the sites liftstation the thermal drying operations will be stopped during this types of events in the future.
AR0020010	FAYETTEVILLE, CITY OF	417 E. Sutton St., manhole W-(02)124- W-(02)125, Fayetteville, ground	4/25/2017 0:00	4/24/2017 0:00	4/24/2017 0:00	1:30 PM	3:00 PM	100	SSO Affected Private Property (ground)	TRUE	FALSE	Clean out overflow	4/24/17, Sewer manhole was backed up, caused overflow into yard.	1. Washed Sewer main to unstop blockage. 2. Televised sewer main found paper towels were the problem. 3 Sewer line was put on routine wash schedule.

NPID	FacilityName	Location	DateSSOFormReceived	DateOverflowStarted	DateOverflowStopped	TimeOverflowStarted	TimeOverflowStopped	Volume	Stream	IsSSO	IsBypass	Description	Comments	Corrective / Preventive Actions
AR0020010	FAYETTEVILLE, CITY OF	The sand filter backwash return line break occurred inside the Noland WRRF boundaries, 1400 N Fox Hunter Rd, Fayetteville, AR. Approximately 9,606 gallons made it to the onsite grass inside the facility, and the rest was contained and pumped back to the b	4/24/2017 0:00	4/21/2017 0:00	4/22/2017 0:00	4:55 PM	9:30 AM	3,009,606	SSO Occurred at Treatment Plant	FALSE	TRUE	Line break overflow inside the WRRF. Partial bypass of sand filters inside WRRF.	On 21 April 2017, Fayetteville received over 3 inches of rain in less than 24 hours. During this severe storm event, at approximately 4:55 p.m. at the Noland WRRF the discharge line for sand filters backwash return pumps broke and leaked partially treated wastewater. Although most of the leaked water was contained in the pipe and drain that flows back to the beginning of the WRRF treatment process, approximately 9,606 gallons was not contained and flowed onto the nearby grass inside the WRRF boundaries before the leak was fully contained at approximately 10:30 p.m. While technicians were troubleshooting the line break, it was necessary to turn off the backwash return pumps; turning off these pumps did not allow the sand filters to perform their routine back washes required to clean the sand. This lack of backwashing caused partial blinding of the filter cells and approximately 3 million gallons of the 14 million gallons of total water treated in the 24 hour period that was sent from the sand filters to the Ozone disinfection process did not receive full treatment from the filters. During the estimated hours of 1:25 a.m. and 9:30 a.m. on 22 April when the event occurred, the Ozone system measured adequate residual through the treatment process; because there was adequate ozone residual measured, we believe the discharged water was within permit.	1. Water line pin-hole leak repaired. 2. Damaged backwash return line (caused by water line pin-hole leak cutting into the backwash return line) repaired. Of the 3,009,606 gallons 99.7% was contained and pumped back to the headworks for processing. The 0.3% (9606 gallons) that was not returned to the headworks was contained within the plant grounds.
AR0020010	FAYETTEVILLE, CITY OF	2331 S. School Ave., Fayetteville, AR. manhole #W-(05)044, Ground	3/27/2017 0:00	3/25/2017 0:00	3/25/2017 0:00	11:45 AM	12:30 PM	1000	SSO Reached Public Land Only (ground)	TRUE	FALSE	Sewer Manhole	3/25/17 Sewer manhole was backed up due to roots in sewer main.	1. Washed sewer main to unblock roots. 2. Televised the main to find the root intrusion. 3. Sewer main point repair to correct the root intrusion was completed.
AR0020010	FAYETTEVILLE, CITY OF	2556 E. Kantz Dr., Fayetteville, manhole number I-(07)061 - I-(07)063, building, ground	1/25/2017 0:00	1/24/2017 0:00	1/25/2017 0:00	9:00 AM	12:00 AM	500	SSO Affected Private Property (ground)	TRUE	FALSE	Clean - out overflow	01/24/2017 Sewer manhole backed up due to grease and rags.	1. Washed sewer main to unstop main. 2. Televised sewer main. 3. Cleaned up solids around manhole and clean out and washed parking lot. 3) Scheduled for frequent cleaning.
AR0020010	FAYETTEVILLE, CITY OF	123 W. Mountain St., Fayetteville, AR, W-(02)214,ditch	1/19/2017 0:00	1/18/2017 0:00	1/18/2017 0:00	12:00 PM	1:15 PM	50	SSO Reached Public Land Only (ground)	TRUE	FALSE	Sewer Manhole	01/18/17, Sewer manhole backed up due to debris in sewer main.	1. Washed sewer main to unstop the main. 2. Televised sewer main. 3. Repaired sewer main to prevent blockage for better flow.
AR0020010	FAYETTEVILLE, CITY OF	401 S. Lewis Ave. apt. # 10, Fayetteville, manhole number W-(13A)093 - W-(13A)088, Ground	1/5/2017 0:00	1/4/2017 0:00	1/4/2017 0:00	9:00 AM	2:30 PM	25	SSO Affected Private Property (ground)	TRUE	FALSE	Clean-out overflow	01/04/17, Sewer manhole backed up due to roots and grease.	1. Washed sewer main to unstop the main. 2. Televised the main and found roots were the problem. 3. Cleaned up solids and spread lime. 4. Scheduled for frequent cleaning.
AR0020010	FAYETTEVILLE, CITY OF	2510 E. Wyman Rd., Fayetteville, AR., W-(09)045C, Ground	12/27/2016 0:00	12/26/2016 0:00	12/26/2016 0:00	4:00 PM	7:00 PM	300	SSO Reached Public Land Only (ground)	TRUE	FALSE		12/26/17, Sewer manhole backed up due to roots.	1. Washed sewer main to unstop the main. 2. Televised main and found roots the cause of the overflow. 3. The sewer main was insituformed.
AR0020010	FAYETTEVILLE, CITY OF	1400 N Fox Hunter Road Fayetteville, AR 72701 Overflow went into the yard at the treatment facility.	12/21/2016 0:00	12/20/2016 0:00	12/20/2016 0:00	4:07 PM	4:22 PM	80 gallons	SSO Occurred at Treatment Plant	TRUE	FALSE	Clarifier #4 drain valve nipple froze and cracked	The drain fitting on secondary Clarifier #4 was found to be leaking. It appeared that water had leaked by the valve and frozen between the valve and cap causing the nipple to crack.	1. Occured during a sub zero weather event. Secondary clarifier drain line valve froze and broke. 2. Replace cracked drain valve fitting, inspected drain valve for leaks, and ensured tight seal. Insulation will be added to piping. These items will be added to the cold weather inspection protocol.
AR0020010	FAYETTEVILLE, CITY OF	1400 North Fox Hunter Rd, Fayetteville AR 72701 The estimated volume went to surrounding pavement and yard.	12/20/2016 0:00	12/19/2016 0:00	12/19/2016 0:00	8:38 AM	9:25 AM	100 Gallons	SSO Occurred at Treatment Plant	TRUE	FALSE	Odor Control Scrubber #2	Odor Scrubber #2 froze during a sub zero weather event. The drains from the Stage #1 and Stage #2 solution sump areas froze and then overflowed into the odor scrubber's approximate 500 gallon concrete secondary containment area. Once this area was full it froze as well and then began overflowing onto adjacent concrete and grassy area.	1. Occured during a sub zero weather event. Liquid from 1" secondary containment drain line froze. With the drain line frozen the draining liquid overflowed the secondary containment. 2. Replaced PVC and plastic pipes, fittings & valves to prevent pipe breaks. Insulated and heat traced discharge pipe valve assembly. Concrete containment needs modified to incorporate drain that was located outside of the containment area.
AR0020010	FAYETTEVILLE, CITY OF	115 Oklahoma Way, Fayetteville, AR., manhole W-(02)173, Ground	12/6/2016 0:00	12/5/2016 0:00	12/5/2016 0:00	11:00 AM	12:30 PM	200	SSO Reached Public Land Only (ground)	TRUE	FALSE		12/5/17, Sewer manhole backed up from grease in main.	1. Washed sewer main to unstop the main. 2. Televised sewer main and found cause of overflow was grease. 3. line has been insituformed. 4. Scheduled for frequent cleaning.
AR0020010	FAYETTEVILLE, CITY OF	2232 N Briarwood Ln, MHR I-(09)074- I-(09)077. The overflow flooded the basement at the address we contacted Serevpro to come and clean the home and make repairs. The Tap down stream failed causing the sewer main to back up at the address.	10/31/2016 0:00	10/28/2016 0:00	10/28/2016 0:00	10:30 AM	4:00 PM	100 gallons	Basement Backup	TRUE	FALSE	Clean-out overflow	10/26/16, Sanitary sewer main completely collapsed. Sewage backed up into the lower level of the house and was overflowing from the service cleanout.	1. Cleaning crew was unable to unstop the main. 2. Crew repaired 7 feet of 6-inch pipe and reconnected a service.
AR0020010	FAYETTEVILLE, CITY OF	33 E. 4th St., Fayetteville, AR, W-(02)028-W-(02)027 Ground	10/27/2016 0:00	10/26/2016 0:00	10/26/2016 0:00	2:30 PM	4:00 PM	25	SSO Affected Private Property (ground)	TRUE	FALSE		10/26/17, Sewer manhole was backed up due to roots.	1. Washed sewer main to unstop the main. 2. Televised to find cause of overflow, found roots in sewer main. 3. Scheduled more frequent cleaning.
AR0020010	FAYETTEVILLE, CITY OF	802 S Locust, W-(18b/c)677-W-(18b/c)512, Stream-Spout Spring Branch	10/11/2016 0:00	10/10/2016 0:00	10/10/2016 0:00	8:30 AM	11:30 AM	50	SSO Reached Public Land Only (ground)	TRUE	FALSE		10/10/16, Sewer main reported leaking in ditch embankment.	1. Washed the sewer main and vacuumed out to prepare for repair of main. 2. Repaired sewer main and reinforced area with concrete.
AR0020010	FAYETTEVILLE, CITY OF	221 N. East Ave., Fayetteville, Manhole number W-(18b/c)045 - W-(18b/c)056, Pavement.	7/19/2016 0:00	7/18/2016 0:00	7/18/2016 0:00	12:30 PM	2:00 PM	25	SSO Reached Public Land Only (ground)	TRUE	FALSE		7/18/16, Sewer manhole was overflowing due to roots in sewer main.	1. Washed the sewer main. 2. Televised main to find cause of blockage. 3. Root cut sewer main to remove roots. 4. Main repair was completed removing a 6-inch diameter root 20-feet long.