



June 16, 2015

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

Re: ADEQ Letter dated June 3, 2015
NPDES Permit No.: AR0021806, AFIN: 60-00409
NPDES Permit No.: AR0040177, AFIN: 60-01021
NPDES Permit No.: AR0050849, AFIN: 60-04200

Dear Ms. Daniel:

Please consider this LRW's written response to your letter dated June 3, 2015, requesting additional information related to mechanisms available for reporting sanitary sewer manhole overflows.

LRW has several avenues available to report overflows such as:

1. The LRW website lists an emergency contact number on every page. This emergency number puts the customer in touch with a LRW employee 24 hours a day, seven days a week. This line is answered by our Dispatch personnel during normal work hours and by our Emergency Response Crew after hours and on weekends and holidays. The contact number is (501) 223-1509.
2. All known repeat overflow locations located on publically owned property are marked with permanent signage which contains a telephone number, (501) 688-1490 to report an overflow. This number is directed to the Customer Services Representative during normal work hours and forwarded to LRW's Emergency Response Crew after hours and on weekends and holidays.
3. The primary notification of overflows comes from LRW's in-house crews which check each historical overflow site after a rainfall greater than one inch. These crews are trained in reporting and in overflow clean up procedures.

When manholes are reported by the general public, they are typically referenced by the nearest available address. Our Emergency response crews, who respond to the call, are

familiar with our manhole numbering system and enter that information when completing the overflow reporting.

If you have any questions, you may contact me by email at howell.anderson@lrwu.com or phone 688-1413.

Sincerely,

LITTLE ROCK WASTEWATER



Howell Anderson, P.E.
Chief Operating Officer

Cc: Greg Ramon, CEO
John Jarratt, CAO