M E M O R A N D U M

Date: March 9, 2017

To: Howard Steed

From: Monty Ledbetter

RE: Response – 9588 MH Overflow – 111 Big Duke Trail, Hot Springs, Arkansas – 2/25/2017

MESSAGE:

Dear Mr. Steed,

I see that our previous responses did not meet your expectations. I will try to address each of the points you made.

First, regarding the backflow preventer, I went to the site to take photos and did see what appears to be a cleanout near the manhole that overflowed. If that is where your backwater prevention valve is located, that is good. I also saw the pop off valve near your house. I had no reason to investigate whether or not the backwater prevention device is present at either point. I will reiterate that such a device would have prevented the backup that damaged your floors.

Most often, reports from the public generate CHS work orders for overflows. We are not aware of any other reported overflows in the area. Can your neighbor provide me with information about what type of trouble occurred next to his home and a timeframe for when the trouble occurred?

Ideally, the City of Hot Springs would prefer to have no overflows anywhere in the system. Realistically, that will not be the case in spite of the best efforts of any sewer system. From an operating standpoint, one or two overflows resulting from different causes do not establish a pattern.

In past years, CHS Wastewater Utilities performed frequent maintenance on the Grand B pump station pumps. I found 36 work orders (dating back to April of 2011) related to the Grand B Pump Station and the manholes referenced below. Ten were for inspections of the pump station, eighteen were routine maintenance at the pump station (cleaning and flushing to remove grease accumulation), five were to reset power breakers, and one to replace a fuse box with breakers.

Of the six work orders related to manholes, two were to repair cracks in the manhole walls to prevent ground water infiltration, one was to install your service connection, one was a small overflow at the pump station and two were overflows at Manhole 9588. Twenty-seven inches of rain in one month caused the first overflow by overwhelming the wastewater system. Blockage of the pumps at Grand B Pump Station caused the wastewater to surcharge at Manhole 9588.

With construction of new apartments within the Grand B service basin, we had an engineering firm evaluate the pump station. Based on their recommendation we replaced the grinder pumps with 7-horsepower, non-clog pumps. Obviously, the pumps clogged on February 25. The overflow was not due to negligence by the Utilities Department. We performed preventative maintenance on the pump in December. Instead, the large quantity of debris deposited into the sewer system by your upstream neighbors caused the equipment failure. We have no way of knowing which neighbor(s)

misused the system. Even appealing to their better instincts with educational outreach, some will still use the system as a trash bin.

Lastly, CHS Utilities does acknowledge that an overflow occurred and drained to the lake. We responded promptly, stopped the overflow, cleaned up the debris and treated the ground. We collected water samples in the small puddles of water remaining near and under your boat dock, as well as at the water's edge. The colonies near the boat dock are high, but contained in a small area. Those levels will dissipate. The samples at the edge of water (62.5 per 100 ml) measure below what the Arkansas Department of Health considers safe for swimming. Coliforms in lake water are a normal result of aquatic life, birds, wild animals and human activities. The undiluted colonies of coliforms in our system would measure in excess of 100,000 per 100 ml. The Arkansas Department of Health swim beach bacteriological standards (in compliance with EPA recommendations) allow for swimming in lakes and other bodies of water when the E. coli density of samples is below 125 per 100 ml.

Sincerely,

Monty Ledbetter
Utilities Director