

**From:** [Solaimanian, Jamal](#)  
**To:** ["Gordon Watkins"](#)  
**Cc:** [Osborne, Caleb](#); [Deardoff, Amy](#)  
**Subject:** RE: Ongoing problems submitting comments  
**Date:** Wednesday, March 08, 2017 2:21:56 PM

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Mr. Watkins,

Thank you for reaching out to us to make sure we are aware of this concern. I can confirm Ms. Christoffel's message was received by the Department and can now be viewed on the website at: [https://www.adeg.state.ar.us/downloads/WebDatabases/PermitsOnline/NPDES/PermitInformation/5264-W\\_CJ%20Christoffel%20Public%20Comments\\_20170304.pdf](https://www.adeg.state.ar.us/downloads/WebDatabases/PermitsOnline/NPDES/PermitInformation/5264-W_CJ%20Christoffel%20Public%20Comments_20170304.pdf).

The Department continuously seeks to improve our comment process. We have recently made changes to the mailbox for the official comment submission email that should help prevent confusion such as this situation. We are also working to implement an automatic response to confirm receipt of emails. We appreciate your feedback during this process as those comments help us improve.

*Jamal Solaimanian, Ph.D., P.E.*

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**From:** Gordon Watkins [mailto:[gwatkins@ritternet.com](mailto:gwatkins@ritternet.com)]  
**Sent:** Monday, March 06, 2017 4:33 PM  
**To:** Deardoff, Amy  
**Cc:** Solaimanian, Jamal  
**Subject:** Ongoing problems submitting comments

Ms Deardoff,

I received another report of difficulties submitting comments to [Water-Draft-Permit-Comment@adeq.state.ar.us](mailto:Water-Draft-Permit-Comment@adeq.state.ar.us). Please see "not read" messages and the original comment below.

Can you confirm if Ms Christoffel's message was received and archived by your system? If others are receiving a similar response it will no doubt be confusing. I would appreciate your assistance in correcting the problem as I expect there will be a considerable number of comments yet to be submitted.

Thank you,  
Gordon Watkins

----- Forwarded Message -----

**Subject:** Not read: Permit # 5264-W  
**Date:** Mon, 6 Mar 2017 12:47:23 -0600  
**From:** Shafii, Mo <[SHAFII@adeq.state.ar.us](mailto:SHAFII@adeq.state.ar.us)>  
**To:** carol aka chris christoffel <[cchrist@cox.net](mailto:cchrist@cox.net)>

Your message was deleted without being read on Monday, March 06, 2017 6:47:23 PM UTC.