





<h1>ADEQ</h1> <p>A R K A N S A S Department of Environmental Quality</p>		WATER DIVISION COMPLAINT REPORT	
		AFIN: 63-00088	PERMIT #: AR0041424
		COUNTY: 63 Saline	PDS #: 015800
		GPS LOCATION: LAT: 34.615932 LONG: -92.393194 <input type="checkbox"/> Discharge Site / <input checked="" type="checkbox"/> General Area / <input type="checkbox"/> Entrance	
COMPLAINANT NAME: Jimmy Andrews		COMPLAINT AGAINST: Pleasant Oaks Sewer Improv.dis	
RESPONSE REQUESTED BY COMPLAINANT: ***		SITE ADDRESS: Pleasant Oaks SID #31	
MAILING 10313 Branch Dell Dr. ADDRESS:		MAILING 14808 Post Oaks Place ADDRESS:	
CITY, STATE, ZIP: Mabelvale AR 72103		CITY, STATE, ZIP: Mabelvale AR 72103	
PHONE & EXT: 501-920-1131 FAX:		PHONE & EXT: 501-681-3137 FAX:	
EMAIL:		EMAIL: jabitely@sbcglobal.net	
HOW WAS COMPLAINT RECEIVED BY ADEQ: PHON		<small>ADEQ = ADEQ Personnel EML = E-Mail FAX = Fax LTR = Letter PERS = Personal Contact PHON = Telephone WEB = ADEQ Website</small>	
PERSON RECEIVING REPORT:	DATE:	SUPERVISOR REFERRAL:	DATE:
Clark Baker	6/18/2013	Jason Bolenbaugh	6/18/2013
MEDIA SUPERVISOR REFERRAL:	DATE:	RECEIVING INSPECTOR: (ID & Name)	DATE:
		80397 Clark Baker	6/18/2013
DETAILED DESCRIPTION OF COMPLAINT			
There is raw sewage in the creek behind the complainant's house. For weeks now the creek has been black in color with a strong septic odor.			
DETAILED LOCATION			
Take I-430 South to it's intersection with I-30. Take the first exit (Mabelvale West Road) to Mabelvale. Take a left on Main St. Take a left on Sardis Rd. Drive South on Sardis Rd. through Shannon Hills and turn left on Pleasant Oaks Dr. The facility and the overflow will be two blocks down on the left.			
PREVIOUS COMPLAINTS: Yes DATE(S): November 2006			
FOLLOW-UP ON COMPLAINT			
NUMBER OF SITE VISITS: 2 DATES: FIRST 6/18/2013 SECOND 6/19/2013 THIRD			
PHOTOS TAKEN: Yes	DISCHARGE TO WATER OF THE STATE: Yes		SAMPLES COLLECTED: Yes
NAME OF WATERBODY: Unnamed trib of Otter Creek			
FAYETTEVILLE SHALE RELATED: No		FAYETTEVILLE SHALE VIOLATIONS: ***	
INVESTIGATION & ACTION TAKEN			
<p>On 6/18/2013 the complaint was received in the early afternoon. A site visit was made as soon as possible that day. There were two areas with overflowing sewage near the facility. One had heavy flow with solids. Photos, pH, Dissolved Oxygen (DO), and Temperature readings were taken. Upstream from the entry of the sewage in the creek the DO reading was 0.808 and all of the readings below the sewage entry were 0.06 and below. Fecal and E. coli samples were taken, but were not able to be processed within the six hour holding time limit. On 6/19/2013 another site visit was made and new Fecal and E. coli samples were taken at sample sites #2, #3, and #5. Sample site #2 is in the unnamed tributary just after the introduction of the sewage. Sample site #3 is in the unnamed tributary behind the complainant's house from the water flowing out of the culvert. Sample site #5 is approximately ten yards downstream from where the impacted creek enters Otter Creek. All of the sample results were too numerous to count (TNC). Photos and GPS coordinates were taken during the 6/19/2013 site visit, but pH, DO, and temperature were not taken because the necessary meters were not on hand. On 6/24/2013 I revisited the site to evaluate any corrective actions that had taken place. The facility had not corrected the unpermitted discharge and the flow of sewage was still entering the unnamed tributary. Fecal and E.coli levels were extremely elevated at Sites #2 and #3 (please see Table 1).</p>			
REFERRED: ***	TO WHOM: N/A		DATE REFERRED:

RESPONSE TRACKING		
RESPONSE REQUESTED: ***	RESPONSE PROVIDED: ***	RESPONSE PROVIDED DATE:
BY WHOM?(ID and Name):		ASSIGNED TO? (ID and Name):
RESPONSE COMMENT:		
INSPECTOR:  Clark Baker		DATE: 6/21/2013
SUPERVISOR:  Jason Bolenbaugh		DATE: 7/1/2013

Revised: 5/13/2013

Water Division Photographic Evidence Sheet			
Location:	Pleasant Oaks Sewer Improv.dis;		
Photographer:	Clark Baker	Date:	6/18/2013
Time:	1559		
Witness:	None		Photo #:
1			
Description:	SSO with heavy flow and solids present		
			
Photographer:	Clark Baker	Date:	6/18/2013
Time:	1559		
Witness:	None		Photo #:
2			
Description:	Solids in SSO		
			



Water Division Photographic Evidence Sheet

Location:	Pleasant Oaks Sewer Improv.dis;		
Photographer:	Clark Baker	Date:	6/18/2013
Witness:	None	Time:	1600
		Photo #:	3
Description:	Leaking flush out valve		



Photographer:	Clark Baker	Date:	6/19/2013
Witness:	None	Time:	1357
		Photo #:	4
Description:	Sample site #1		



Water Division Photographic Evidence Sheet			
Location:	Pleasant Oaks Sewer Improv.dis;		
Photographer:	Clark Baker	Date:	6/18/2013
Witness:	None	Time:	1559
		Photo #:	5
Description:	Sample site #2		
			
Photographer:	Clark Baker	Date:	6/18/2013
Witness:	Jimmy Andrews	Time:	1633
		Photo #:	6
Description:	Sample site #3		
			


Water Division Photographic Evidence Sheet

Location:	Pleasant Oaks Sewer Improv.dis;		
Photographer:	Clark Baker	Date:	6/18/2013
Witness:	None	Time:	1634
		Photo #:	7
Description:	Culvert flowing into plunge pool at sample site #3		

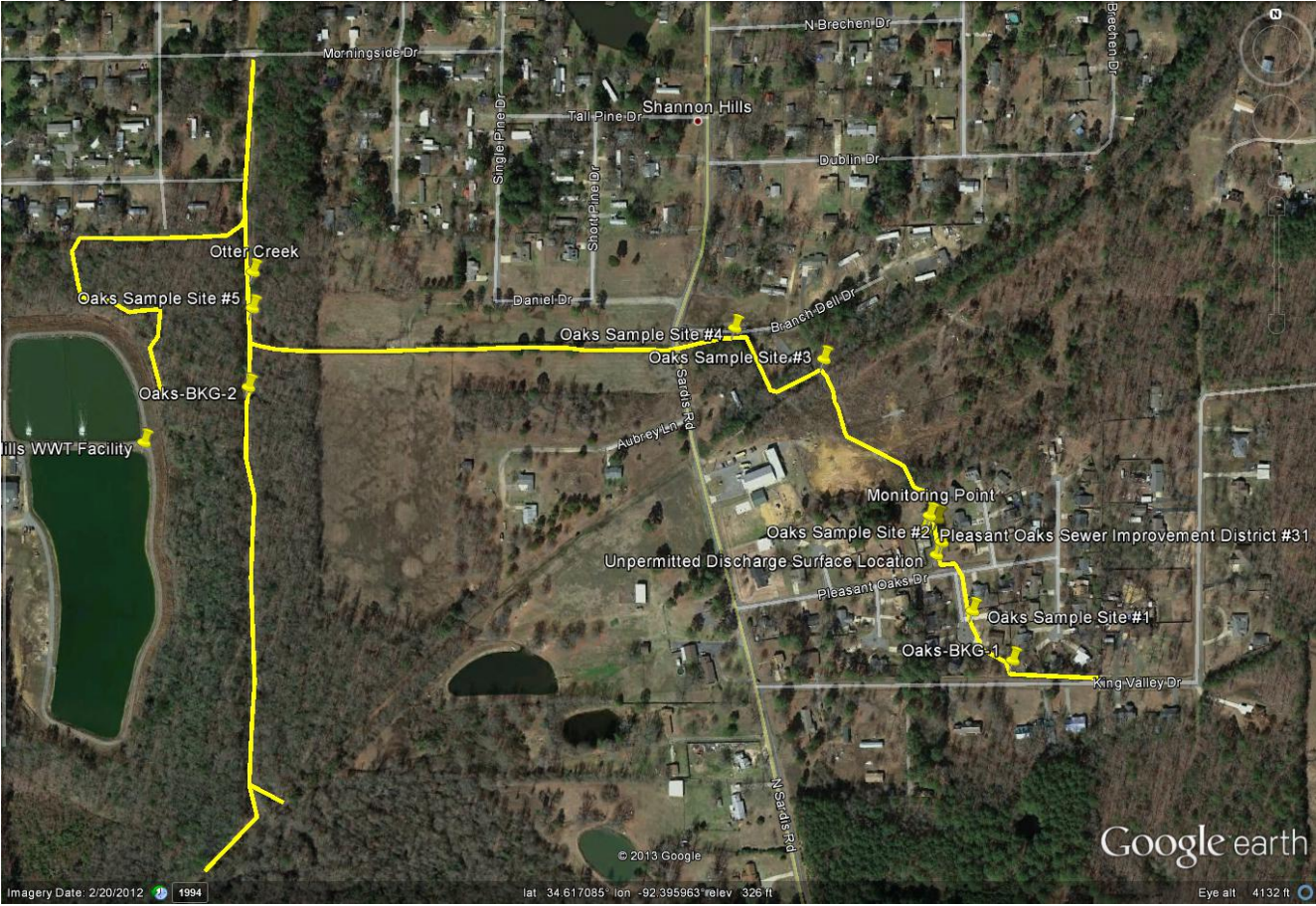


Photographer:	Clark Baker	Date:	6/18/2013
Witness:	Jimmy Andrews	Time:	1647
		Photo #:	8
Description:	Sample site #4		



Water Division Photographic Evidence Sheet			
Location:	Pleasant Oaks Sewer Improv.dis;		
Photographer:	Clark Baker	Date:	6/19/2013
Witness:	None	Time:	1339
		Photo #:	9
Description:	The outfall of the impacted creek into Otter Creek		
			
Photographer:	Clark Baker	Date:	6/19/2013
Witness:	None	Time:	1341
		Photo #:	10
Description:	Sample site #5		
			

Google Earth Image 1 of the area and sample sites.



Google Earth Image 2 shows sample sites from Oaks-BKG-1 to Oaks Sample Site #2; as well as, the facility and the location of the unpermitted discharge.



Google Earth Image 3 shows the impacted stream from the facility to Oaks Sardis Rd.



Table 1. Sample results from site visits.

Sample Site	Date	Time	DO (mg/L)	pH	Temp °C	E. Coli	Fecal	Field Notes
Oaks Sample Site 1	6/18/13	NA	0.808	8.33	30.6	NA	NA	No flow. Concrete ditch.
Oaks Sample Site 2	6/18/13	NA	0.06	5.99	26.9	NA	NA	Raw sewage present
Oaks Sample Site 3	6/18/13	NA	0.006	7.14	24.2	NA	NA	The water is black
Oaks Sample Site 4	6/18/13	NA	0.005	6.96	24.3	NA	NA	The water is black. Fish are present.
Oaks Sample Site 2	6/19/13	2:00p.m.	NA	NA	NA	>8000	>6000	
Oaks Sample Site 3	6/19/13	1:10p.m.	NA	NA	NA	>8000	>6000	
Oaks Sample Site 5	6/19/13	1:45p.m.	NA	NA	NA	>8000	>6000	
Oaks-BKG-1	6/24/13	10:40a.m.	2.62	5.81	24.2	59,000	1,300	No flow
Oaks Sample Site 1	6/24/13	10:45a.m.	5.64	6.66	27.5	NA	NA	No flow. Concrete ditch.
Oaks Sample Site 2	6/24/13	10:57a.m.	0.53	5.97	27.9	2,800,000	1,050,000	The water is black. There is a strong odor of chlorine.
Oaks Sample Site 3	6/24/13	11:15a.m.	0.06	6.81	23.8	1,500,000	210,000	The color has lightened due to the recent rains. There is still a strong sewage odor.
Oaks Sample Site 4	6/24/13	11:35a.m.	1.45	6.31	25	NA	NA	The color is now a dark brown. Fish are present.
Oaks-BKG-2	6/24/13	12:35p.m.	5.4	5.98	28.9	13,000	1,766	No flow. Cattle hoof prints present in stream directly downstream.
Oaks Sample Site 5	6/24/13	12:10p.m.	5.03	6.47	28.1	<4	300	

MEMORANDUM

To: Mo Shafii, Water Division Assistant Division Manager

Through: Jason Bolenbaugh, Water Division Inspection Branch Manager

From: Clark Baker, Water Division District 9 Field Inspector

CC: Craig Uyeda, Water Division Enforcement Branch Manager

Date: June 28, 2013

Re: Pleasant Oaks Sewer Improvement District #31
Unpermitted Discharge

There is an ongoing unpermitted discharge occurring at the Pleasant Oaks Sewer Improvement District #31 treatment facility (AFIN #: 63-00088, Permit #: AR0041424). The unpermitted discharge of sewage is entering an unnamed tributary of Otter Creek and then into Otter Creek.

On 6/18/2013, I responded to a complaint of sewage discharging into a creek. The complainant claimed the discharge had been occurring for the past few weeks. The complaint was confirmed during the site visit where I observed sewage flowing out of the ground near the Pleasant Oaks Sewer Improvement District #31 facility. Dissolved Oxygen (DO), pH, and Temperature readings were taken and recorded. I also collected fecal and E. coli samples (see Table 1). Unfortunately, due to a late return, the samples were not able to be processed within the six hour holding period.

On 6/19/2013, I returned to the site to resample for fecal and E. coli (see Table 1). I was unable to take DO, pH, and Temperature readings because I did not have my meters with me due to the fact that I had been at Lake Conway sampling previously that day and had used a coworker's meters who took them with him afterwards.

On 6/20/2013, John Bitely, the president of the Improvement District was contacted by phone. He confirmed that he had discovered the unpermitted discharge as early as 6/15/2013 and had not yet notified ADEQ of the issue. Mr. Bitely was told to contact Alan Anderson to notify him of the unpermitted discharge.

On 6/21/2013, John Bitely was contacted on by phone and was reminded to contact Alan Anderson to notify him of the unpermitted discharge. Mr. Bitely was also asked what was planned for abatement and remediation. He informed me that nothing was planned and said that he didn't know that it was required. I encouraged Mr. Bitely to contact his operator, regularly used vacuum truck service, or the engineers in the ADEQ Water Division Permits Branch for

information and ideas. Mr. Bitely called Alan Anderson to report the unpermitted discharge. Mr. Bitely told Alan Anderson that the unpermitted discharge had started on the 6/15/2013 and ended on 6/22/2013 according to ADEQ records.

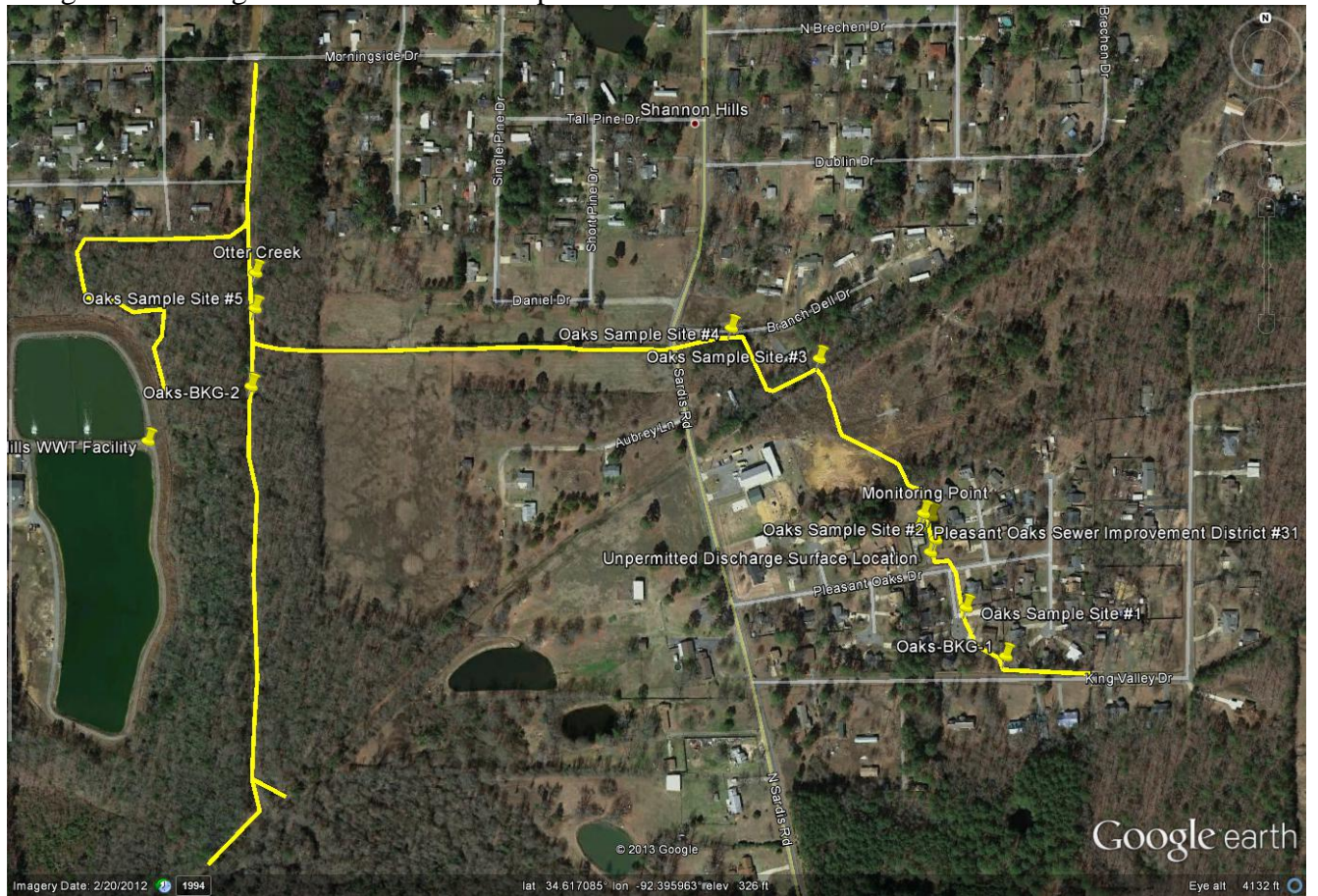
On 6/24/2013 another site visit was made. The unpermitted discharge was still ongoing and it did not appear any effort had been made at abatement or remediation. Fecal and E. coli samples were taken again along with DO, pH, and temperature readings (see Table 1). The operator, Klugh Sorrells II (license #: 009584) told me that the new pump that was installed on Saturday was now broken and spilling oil. He also informed me that he had spread an estimated 50 pounds of lime and a few gallons of bleach on the area on 6/15/2013. Mr. Sorrells eventually informed me that he believes that the influent pipe is fractured along the top and only allows waste water to flow out when the pump is down and the water backs up so there were no plans to repair the pipe. While there John Bitely told me that there was still no plan for abatement and/or remediation. I again insisted that measures must be taken immediately to cease the unpermitted discharge. John Bitely again contacted Alan Anderson and told him that the unpermitted discharge had stopped. When Alan Anderson told Mr. Bitely of their remediation requirements Mr. Bitely's only concern was the fine they would receive for doing nothing.

On 6/26/2013 a site visit was made by Risa Parker and I in order to conduct a compliance inspection of the facility. The unpermitted discharge was still ongoing and with the exception of the application of lime to the ground and the creek, there was still no effort being made to repair the fractured pipe. There were a multitude of compliance issues found at the facility which was not currently discharging from its permitted outfall point.

Table 1. Sample results from site visits.

Sample Site	Date	Time	DO (mg/L)	pH	Temp °C	E. Coli	Fecal	Field Notes
Oaks Sample Site 1	6/18/13	NA	0.808	8.33	30.6	NA	NA	No flow. Concrete ditch.
Oaks Sample Site 2	6/18/13	NA	0.06	5.99	26.9	NA	NA	Raw sewage present
Oaks Sample Site 3	6/18/13	NA	0.006	7.14	24.2	NA	NA	The water is black
Oaks Sample Site 4	6/18/13	NA	0.005	6.96	24.3	NA	NA	The water is black. Fish are present.
Oaks Sample Site 2	6/19/13	2:00p.m.	NA	NA	NA	>8000	>6000	
Oaks Sample Site 3	6/19/13	1:10p.m.	NA	NA	NA	>8000	>6000	
Oaks Sample Site 5	6/19/13	1:45p.m.	NA	NA	NA	>8000	>6000	
Oaks-BKG-1	6/24/13	10:40a.m.	2.62	5.81	24.2	59,000	1,300	No flow
Oaks Sample Site 1	6/24/13	10:45a.m.	5.64	6.66	27.5	NA	NA	No flow. Concrete ditch.
Oaks Sample Site 2	6/24/13	10:57a.m.	0.53	5.97	27.9	2,800,000	1,050,000	The water is black. There is a strong odor of chlorine.
Oaks Sample Site 3	6/24/13	11:15a.m.	0.06	6.81	23.8	1,500,000	210,000	The color has lightened due to the recent rains. There is still a strong sewage odor.
Oaks Sample Site 4	6/24/13	11:35a.m.	1.45	6.31	25	NA	NA	The color is now a dark brown. Fish are present.
Oaks-BKG-2	6/24/13	12:35p.m.	5.4	5.98	28.9	13,000	1,766	No flow. Cattle hoof prints present in stream directly downstream.
Oaks Sample Site 5	6/24/13	12:10p.m.	5.03	6.47	28.1	<4	300	

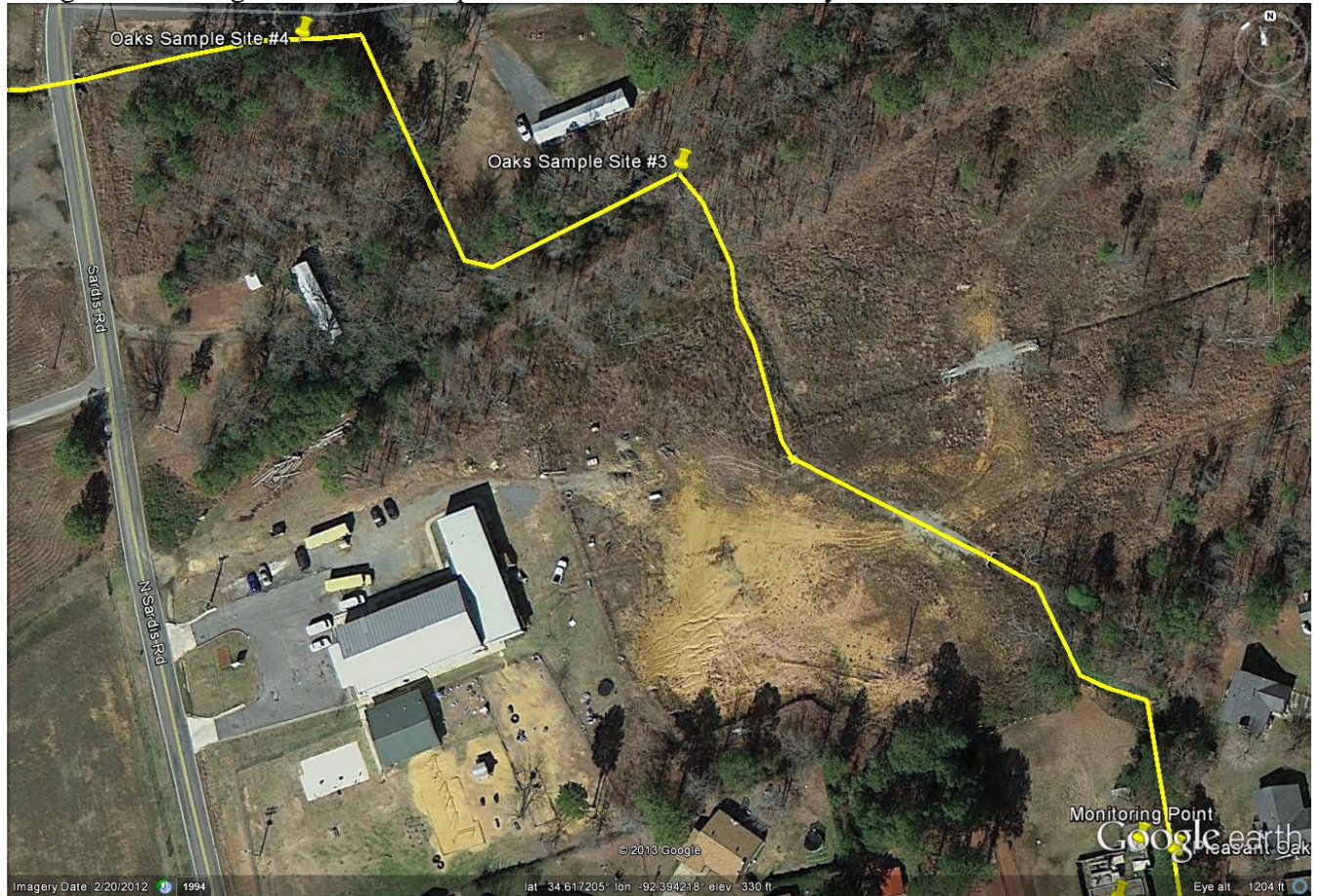
Google Earth Image 1 of the area and sample sites.



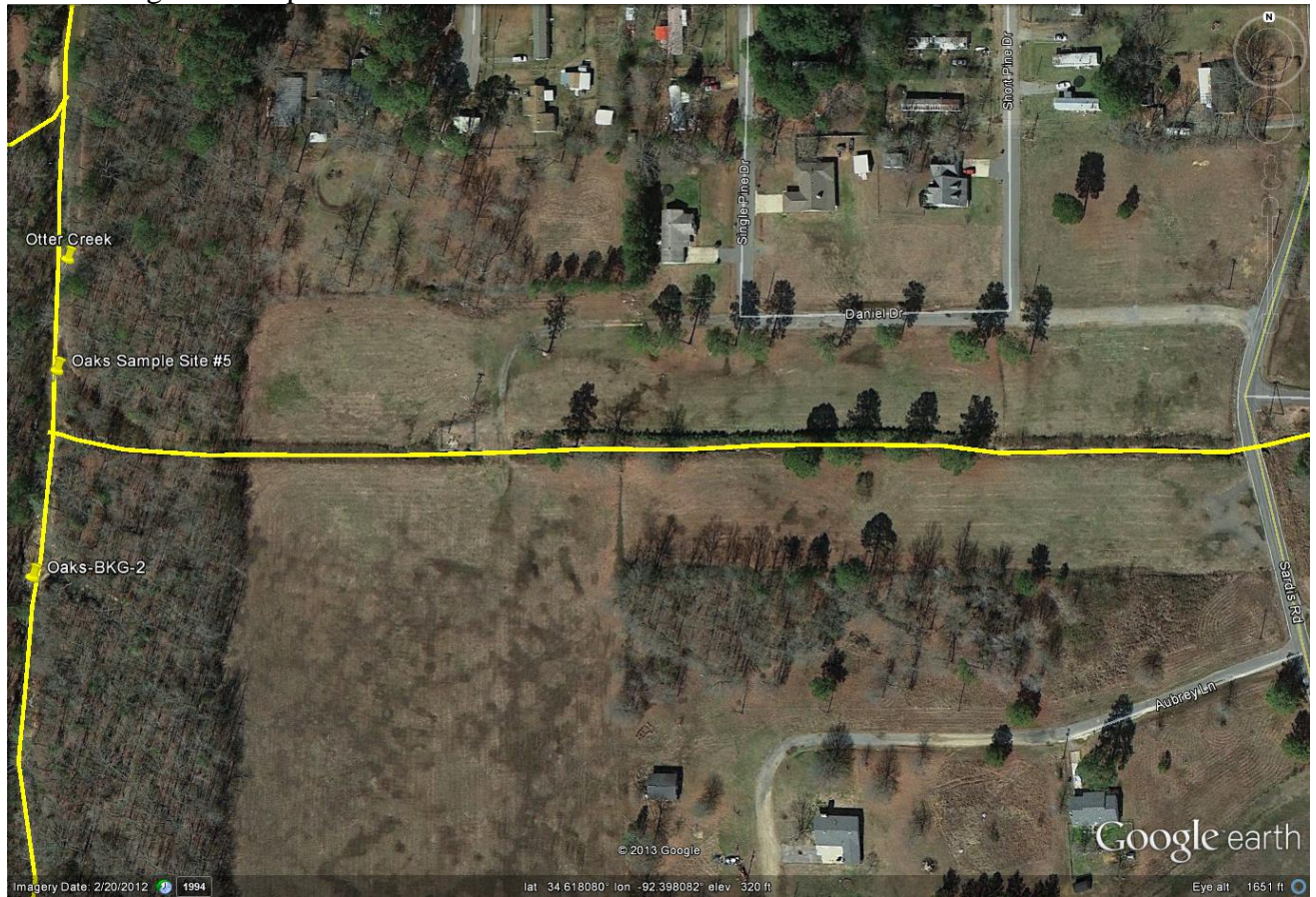
Google Earth Image 2 shows sample sites from Oaks-BKG-1 to Oaks Sample Site #2; as well as, the facility and the location of the unpermitted discharge.



Google Earth Image 3 shows the impacted stream from the facility to Oaks Sardis Rd.



Google Earth Image 4 shows the impacted stream from Sardis Rd. to its entry point in Otter Creek along with sample locations in Otter Creek.



Analytical lab results from samples taken on 6/19/2013:

Client: Special Samples

Client Sample ID: Oaks Sample Site #2

Lab ID: 2013-2207

Collection Date: 6/19/2013 2:00:00 PM

Matrix: Water

Analyses

E.Coli by MF

EPA 1103.1

Batch: 13062107 Run: 1

	<u>Result</u>	<u>Reporting Limit</u>	<u>MDL</u>	<u>Qual</u>	<u>Unit</u>
E. Coli	>8000	4	1		cfu/100ml
Analyzed By	Lazendra L Hairston				
Analysis Date/Time	6/19/2013 16:45				

Fecal Coliforms

SM 9222 D

Batch: 13062105 Run: 1

	<u>Result</u>	<u>Reporting Limit</u>	<u>MDL</u>	<u>Qual</u>	<u>Unit</u>
Fecal Coliforms	>6000	4	4		cfu/100ml
Analyzed By	Lazendra L Hairston				
Analysis Date/Time	6/19/13 16:45				

<u>Client:</u>	Special Samples	<u>Client Sample ID:</u>	Oaks Sample Site #3
<u>Lab ID:</u>	2013-2208	<u>Collection Date:</u>	6/19/2013 1:10:00 PM
		<u>Matrix:</u>	Water

Analyses

<i>E.Coli by MF</i>	<i>EPA 1103.1</i>	<i>Batch: 13062107</i>	<i>Run: 1</i>		
	<u>Result</u>	<u>Reporting Limit</u>	<u>MDL</u>	<u>Qual</u>	<u>Unit</u>
E. Coli	>8000	4	1		cfu/100ml
Analyzed By	Lazendra L Hairston				
Analysis Date/Time	6/19/2013 16:45				

<i>Fecal Coliforms</i>	<i>SM 9222 D</i>	<i>Batch: 13062105</i>	<i>Run: 1</i>		
	<u>Result</u>	<u>Reporting Limit</u>	<u>MDL</u>	<u>Qual</u>	<u>Unit</u>
Fecal Coliforms	>6000	4	4		cfu/100ml
Analyzed By	Lazendra L Hairston				
Analysis Date/Time	6/19/13 16:45				

<u>Client:</u>	Special Samples	<u>Client Sample ID:</u>	Oaks Sample Site #5
<u>Lab ID:</u>	2013-2209	<u>Collection Date:</u>	6/19/2013 1:45:00 PM
		<u>Matrix:</u>	Water

Analyses

<i>E.Coli by MF</i>	<i>EPA 1103.1</i>	<i>Batch: 13062107</i>	<i>Run: 1</i>		
	<u>Result</u>	<u>Reporting Limit</u>	<u>MDL</u>	<u>Qual</u>	<u>Unit</u>
E. Coli	>8000	4	1		cfu/100ml
Analyzed By	Lazendra L Hairston				
Analysis Date/Time	6/19/2013 16:45				

<i>Fecal Coliforms</i>	<i>SM 9222 D</i>	<i>Batch: 13062105</i>	<i>Run: 1</i>		
	<u>Result</u>	<u>Reporting Limit</u>	<u>MDL</u>	<u>Qual</u>	<u>Unit</u>
Fecal Coliforms	>6000	4	4		cfu/100ml
Analyzed By	Lazendra L Hairston				
Analysis Date/Time	6/19/13 16:45				

Analytical sample results from samples taken on 6/24/2013:

Client: Special Samples

Client Sample ID: Oak Sample Site #2

Lab ID: 2013-2210

Collection Date: 6/24/2013 10:57:00 AM

Matrix: Water

Analyses

E.Coli by MF

EPA 1103.1

Batch: 13062605 Run: 1

	<u>Result</u>	<u>Reporting Limit</u>	<u>MDL</u>	<u>Qual</u>	<u>Unit</u>
E. Coli	~2800000	4	1		cfu/100ml
Analyzed By	Lazendra L Hairston				
Analysis Date/Time	6/24/2013 16:30				

Fecal Coliforms

SM 9222 D

Batch: 13062603 Run: 1

	<u>Result</u>	<u>Reporting Limit</u>	<u>MDL</u>	<u>Qual</u>	<u>Unit</u>
Fecal Coliforms	~1050000	4	4		cfu/100ml
Analyzed By	Lazendra L Hairston				
Analysis Date/Time	6/26/2013 16:30				

<u>Client:</u>	Special Samples	<u>Client Sample ID:</u>	Oak Sample Site #3
<u>Lab ID:</u>	2013-2211	<u>Collection Date:</u>	6/24/2013 11:15:00 AM
		<u>Matrix:</u>	Water

Analyses

<i>E.Coli by MF</i>	<i>EPA 1103.1</i>	<i>Batch: 13062605</i>	<i>Run: 1</i>		
	<u>Result</u>	<u>Reporting Limit</u>	<u>MDL</u>	<u>Qual</u>	<u>Unit</u>
E. Coli	~1500000	4	1		cfu/100ml
Analyzed By	Lazendra L Hairston				
Analysis Date/Time	6/24/2013 16:30				

<i>Fecal Coliforms</i>	<i>SM 9222 D</i>	<i>Batch: 13062603</i>	<i>Run: 1</i>		
	<u>Result</u>	<u>Reporting Limit</u>	<u>MDL</u>	<u>Qual</u>	<u>Unit</u>
Fecal Coliforms	~210000	4	4		cfu/100ml
Analyzed By	Lazendra L Hairston				
Analysis Date/Time	6/26/2013 16:30				

<u>Client:</u>	Special Samples	<u>Client Sample ID:</u>	Oak Sample Site #5
<u>Lab ID:</u>	2013-2212	<u>Collection Date:</u>	6/24/2013 12:10:00 PM
		<u>Matrix:</u>	Water

Analyses

<i>E.Coli by MF</i>	<i>EPA 1103.1</i>	<i>Batch: 13062605</i>	<i>Run: 1</i>		
	<u>Result</u>	<u>Reporting Limit</u>	<u>MDL</u>	<u>Qual</u>	<u>Unit</u>
E. Coli	<4	4	1		cfu/100ml
Analyzed By	Lazendra L Hairston				
Analysis Date/Time	6/24/2013 16:30				

<i>Fecal Coliforms</i>	<i>SM 9222 D</i>	<i>Batch: 13062603</i>	<i>Run: 1</i>		
	<u>Result</u>	<u>Reporting Limit</u>	<u>MDL</u>	<u>Qual</u>	<u>Unit</u>
Fecal Coliforms	~300	4	4		cfu/100ml
Analyzed By	Lazendra L Hairston				
Analysis Date/Time	6/26/2013 16:30				

<u>Client:</u>	Special Samples	<u>Client Sample ID:</u>	Oak-BKG-1
<u>Lab ID:</u>	2013-2213	<u>Collection Date:</u>	6/24/2013 10:40:00 AM
		<u>Matrix:</u>	Water

Analyses

<i>E.Coli by MF</i>	<i>EPA 1103.1</i>	<i>Batch: 13062605</i>	<i>Run: 1</i>		
	<u>Result</u>	<u>Reporting Limit</u>	<u>MDL</u>	<u>Qual</u>	<u>Unit</u>
E. Coli	~59000	4	1		cfu/100ml
Analyzed By	Lazendra L Hairston				
Analysis Date/Time	6/24/2013 16:30				


<i>Fecal Coliforms</i>	<i>SM 9222 D</i>	<i>Batch: 13062603</i>	<i>Run: 1</i>		
	<u>Result</u>	<u>Reporting Limit</u>	<u>MDL</u>	<u>Qual</u>	<u>Unit</u>
Fecal Coliforms	~1300	4	4		cfu/100ml
Analyzed By	Lazendra L Hairston				
Analysis Date/Time	6/26/2013 16:30				

<u>Client:</u>	Special Samples	<u>Client Sample ID:</u>	Oak-BKG-2
<u>Lab ID:</u>	2013-2214	<u>Collection Date:</u>	6/24/2013 12:35:00 PM
		<u>Matrix:</u>	Water

Analyses

<i>E.Coli by MF</i>	<i>EPA 1103.1</i>	<i>Batch: 13062605</i>	<i>Run: 1</i>		
	<u>Result</u>	<u>Reporting Limit</u>	<u>MDL</u>	<u>Qual</u>	<u>Unit</u>
E. Coli	~13000	4	1		cfu/100ml
Analyzed By	Lazendra L Hairston				
Analysis Date/Time	6/24/2013 16:30				

<i>Fecal Coliforms</i>	<i>SM 9222 D</i>	<i>Batch: 13062603</i>	<i>Run: 1</i>		
	<u>Result</u>	<u>Reporting Limit</u>	<u>MDL</u>	<u>Qual</u>	<u>Unit</u>
Fecal Coliforms	~1766	4	4		cfu/100ml
Analyzed By	Lazendra L Hairston				
Analysis Date/Time	6/26/2013 16:30				

Water Division NPDES Photographic Evidence Sheet									
Location:		Pleasant Oaks Waste Water Improvement District #13							
Photographer:		Clark Baker				Witness:		None	
Photo #	1	Of	2		Date:	6/18/2013	Time:	3:59	
Description:		Unpermitted discharge							
									
Photographer:		Clark Baker				Witness:		Jimmy Andrews	
Photo #	2	Of	2		Date:	6/18/2013	Time:	4:34	
Description:		Culvert under railroad tracks and plunge pool behind the complainant's house							
