



Department of
**Environment &
Conservation**

Citizen Complaint Report

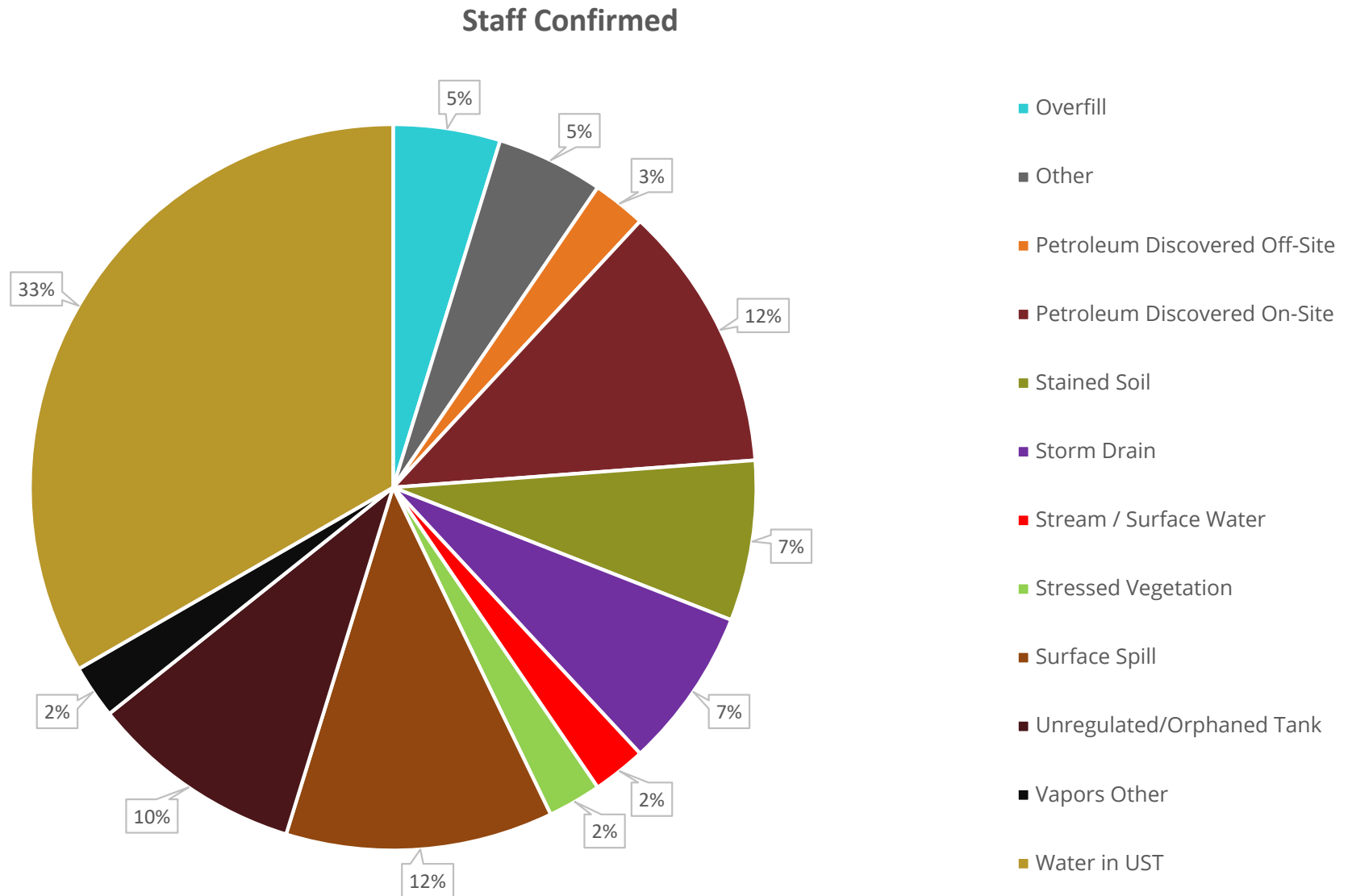
August 5, 2026

Christopher Lewis
Division of Underground Storage Tanks

STATISTICS (1/1/2026 to 6/30/2026)

Total Complaints Received	29	% of Total
Division Jurisdiction	21	72.4%
Not Division Jurisdiction	8	27.6%
Jurisdiction Determination in Process	0	0.0%
Petroleum Sites Identified	19	65.5%
Average Days to Investigate	3.1	
Average Days to Complete	4.07	
Complaints Completed Same Day	8	27.6%
Maximum Days to Complete	19	
Investigated Outside Policy Limits	1	3.4%
Completed Outside Policy Limits	0	0.0%
Complaints Open at Time of Report	0	0.0%
Anonymous Complainant	0	0.0%

STATISTICS (1/1/2026 to 6/30/2026)

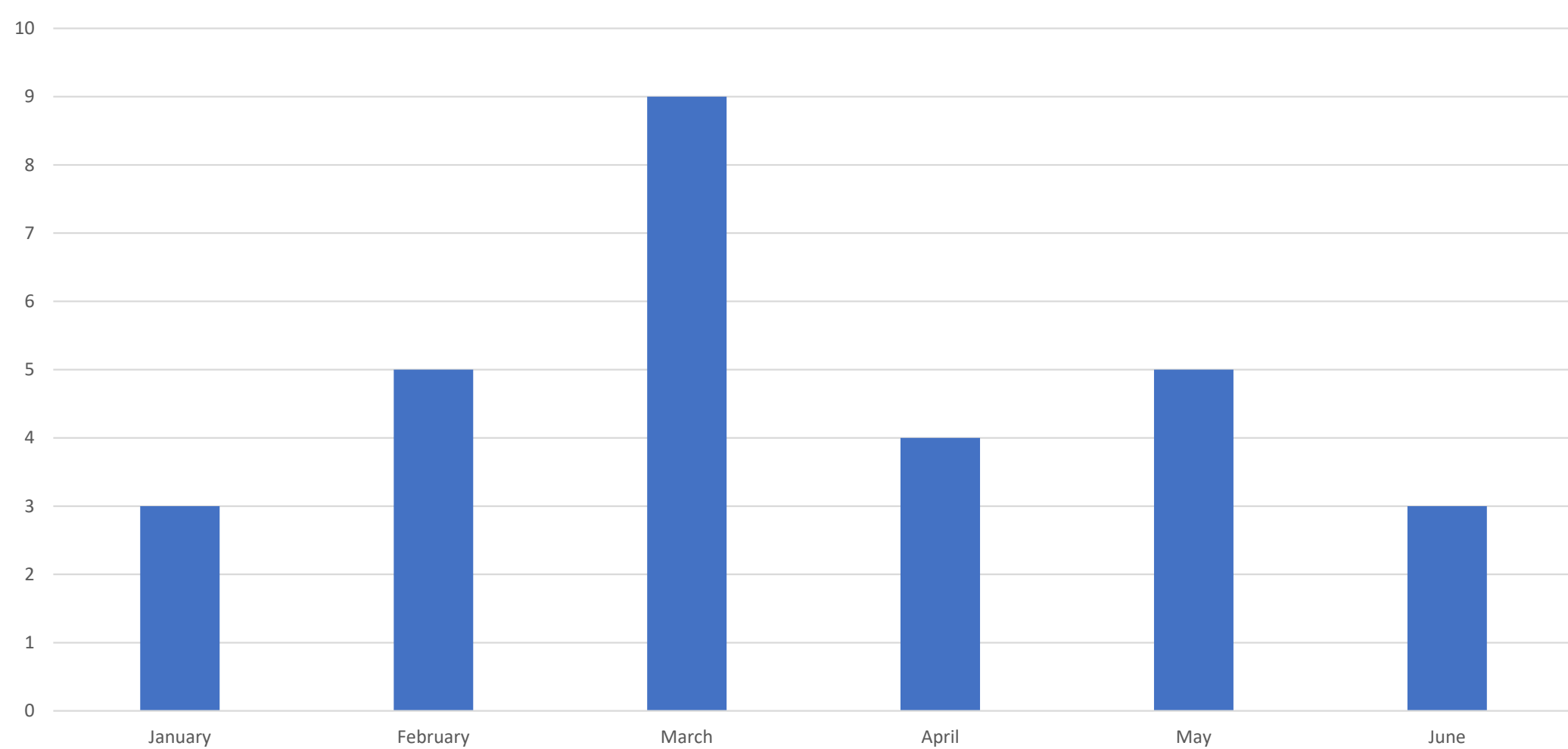


STATISTICS (1/1/2026 to 6/30/2026)

Referrals	Total
TDEC – APC	0
TDEC – REM	1
TDEC – SWM	6
TDEC – WRs	5
TDEC – Other	1
Multiple Divisions and/or Agencies	0
Other Agency – Local Municipality	0
Other Agency - State	0
Other Agency - Federal	0
TOTAL	13

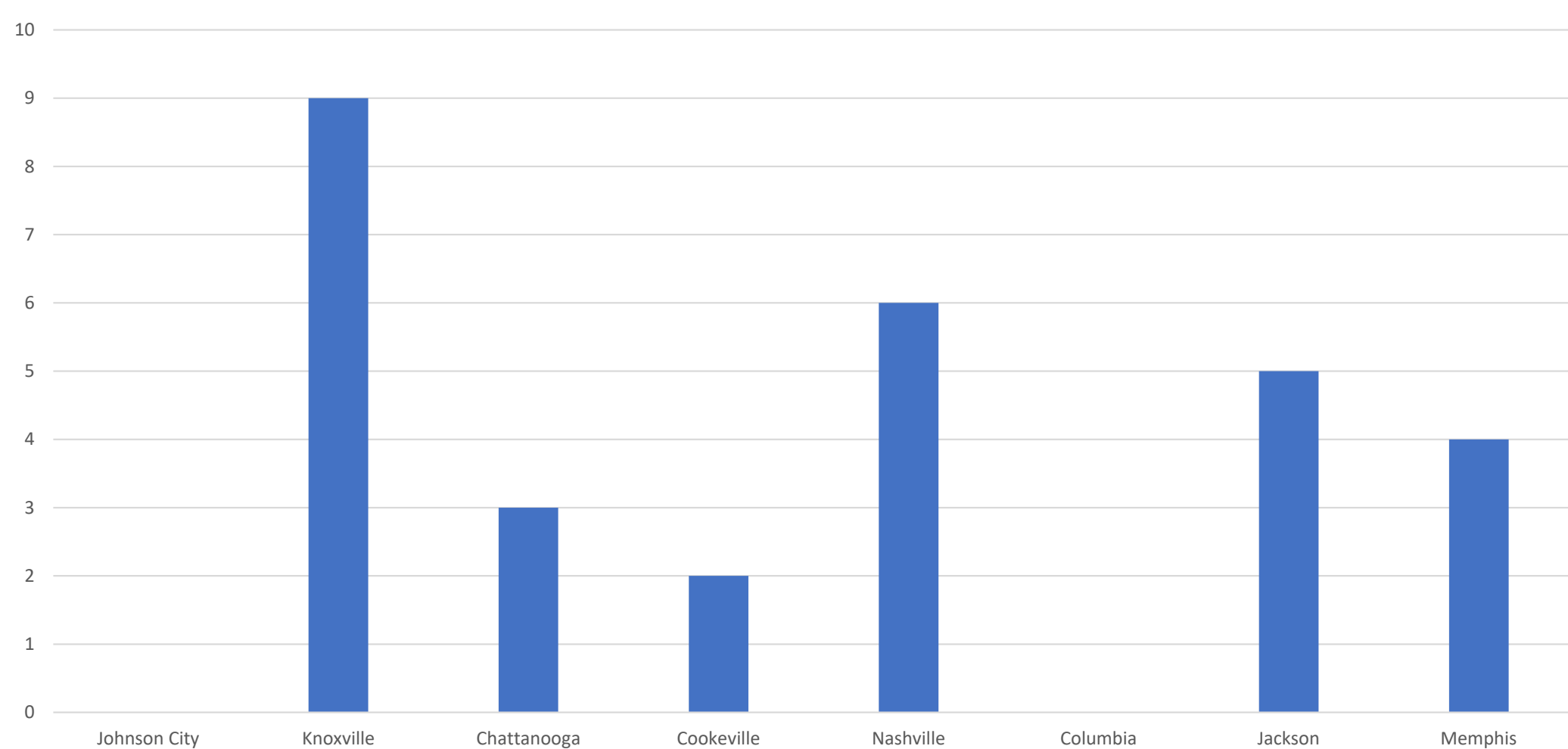
STATISTICS (1/1/2026 to 6/30/2026)

Monthly Complaint Totals
UST Division
January 1, 2026 to June 30, 2026



STATISTICS (1/1/2026 to 6/30/2026)

Complaints by EFO
UST Division
January 1, 2026 to June 30, 2026



Complaint Response Examples

- Complaint #141025 (CSX Transportation, Inc.)
 - Complaint of petroleum discovered on site
 - Contractor reported that an unknown amount of gasoline was discovered during work activities
 - Believed to be connected to existing case at 5-190078
 - Previous complaint (#133836) reported on in February 2025 Board Meeting
 - Currently in corrective action
- Complaint #140779 (UPS – Oakhaven)
 - Complaint of overfill from UST system
 - Approx. 100 gallons of diesel fuel was reported to flow into nearby storm drain but was contained before reaching stream
 - Referred to DWRs and compliance inspection was performed at facility by UST staff
 - Overfill device confirmed to be functioning properly and inspection was closed
- Complaint #141655 (S. Moore Road Residence)
 - Complaint of release from UST on property
 - Staff coordinated work efforts with City of Chattanooga
 - Found evidence of release but UST was determined to be unregulated by Division
 - Staff provided information to city officials regarding contractors to close tank



QUESTIONS?

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