



Department of
**Environment &
Conservation**

Citizen Environmental Complaint Response Update

December 7, 2022

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Division of Underground Storage Tanks

INTRODUCTION

- Christopher Lewis
- Environmental Consultant, Division of Underground Storage Tanks
 - Complaints
 - Form Letters
 - Brownfield Determinations
 - Quality Assurance and Control
 - Staff Training

OVERVIEW

- Review of Melinda Weir and Mark Braswell presentation
- Update on Implementation
- Statistics
- Case Study

REVIEW OF PREVIOUS PRESENTATION

- Presentation given by Melinda Weir and Mark Braswell in February 2022 meeting
- Reviewed Audit Findings, Recommendations, TDEC Manager Comments, Follow-Up, and Statistics from recent report

UPDATE ON IMPLEMENTATION

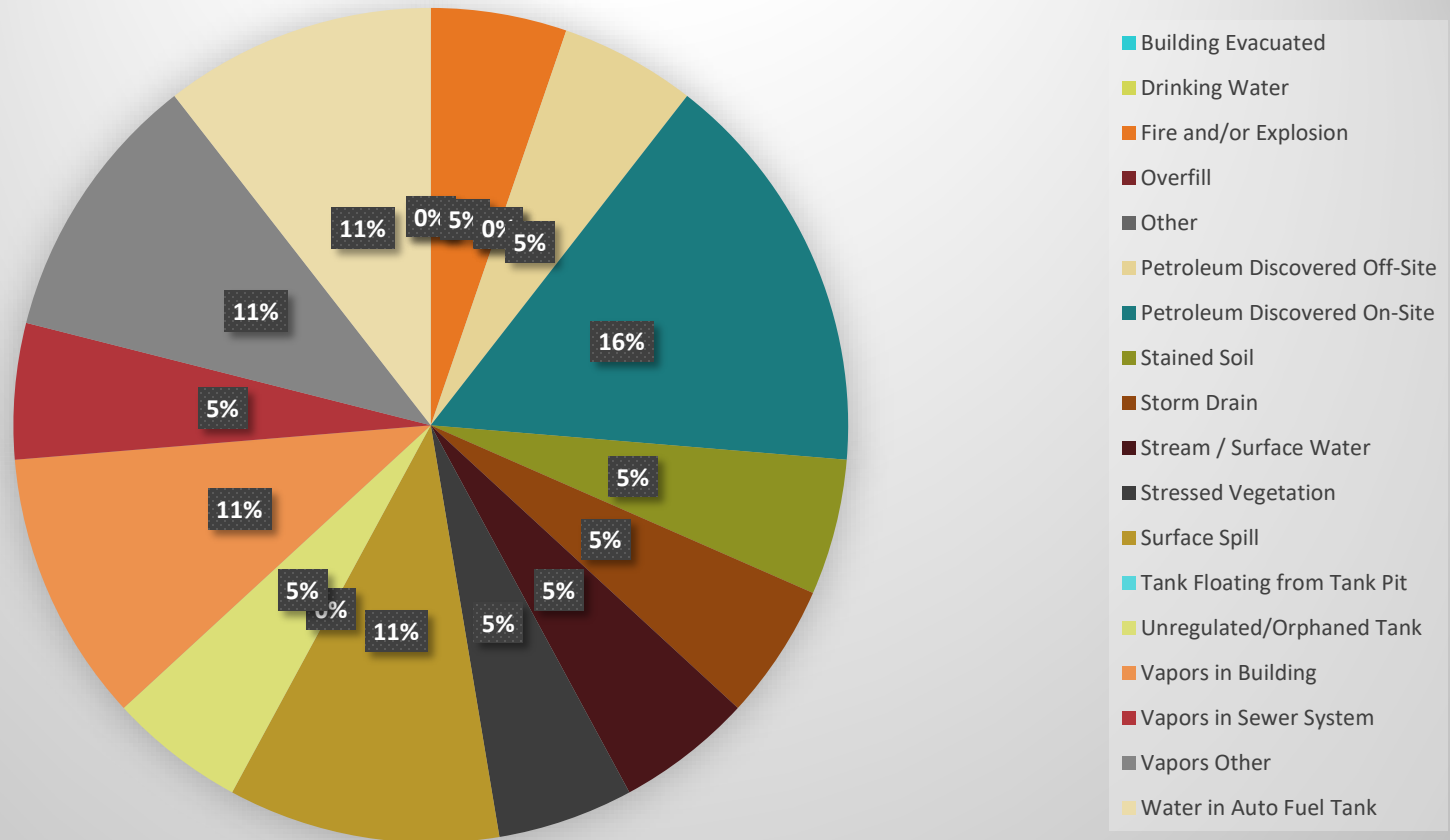
- Complaint Policy effective June 28, 2019. Distributed directly to staff at the time and linked on the complaint tab of GasLog.
- Complaints entered are reviewed monthly by complaint qa/qc staff and a report is generated twice a year. Christopher Lewis is complaint qa/qc staff effective Spring 2022.
- In August 2022, memo issued requiring supervisory and qa/qc staff approval of all complaints be documented in GasLog to ensure consistency and completeness.

STATISTICS (1/1/2022 to 6/30/2022)

Total Complaints Received	23	% of Total
Division Jurisdiction	13	56.5%
Not Division Jurisdiction	10	43.5%
Petroleum Sites Identified	13	56.5%
Average Days to Investigate	0.6	
Average Days to Complete	3.4	
Complaints Completed Same Day	9	39.1%
Maximum Days to Complete	28	
Complaints Investigated > 7 Days	1	4.3%
Complaints Completed > 7 Days	5	21.7%
Complaints Open at Time of Report	0	0%
Anonymous Complainant	3	13.0%

STATISTICS (1/1/2022 to 6/30/2022)

Staff Confirmed



STATISTICS (1/1/2022 to 6/30/2022)

Referrals	Total
TDEC - APC	1
TDEC - REM	0
TDEC - SWM	1
TDEC - WRs	3
TDEC - Other	0
Multiple Divisions and/or Agencies	0
Other Agency - Local Municipality	3
Other Agency - State	0
Other Agency - Federal	0
TOTAL REFERRED	8

COMPLAINT EXAMPLE

- Complaint received April 4, 2022 of a structure fire and surface spill at Hoskins Oil (2-010077) in Rocky Top on April 3, 2022.
- Division staff visited site the afternoon of the 4th to investigate and assessed that the USTs on site were neither related to the fire nor affected.
- Complaint was closed in GasLog and was referred to Solid/Hazardous Waste in the KEFO.



QUESTIONS?

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