



Department of
**Environment &
Conservation**

Citizen Environmental Complaint Response Update

October 2, 2024

Christopher Lewis
Division of Underground Storage Tanks

UPDATE ON IMPLEMENTATION

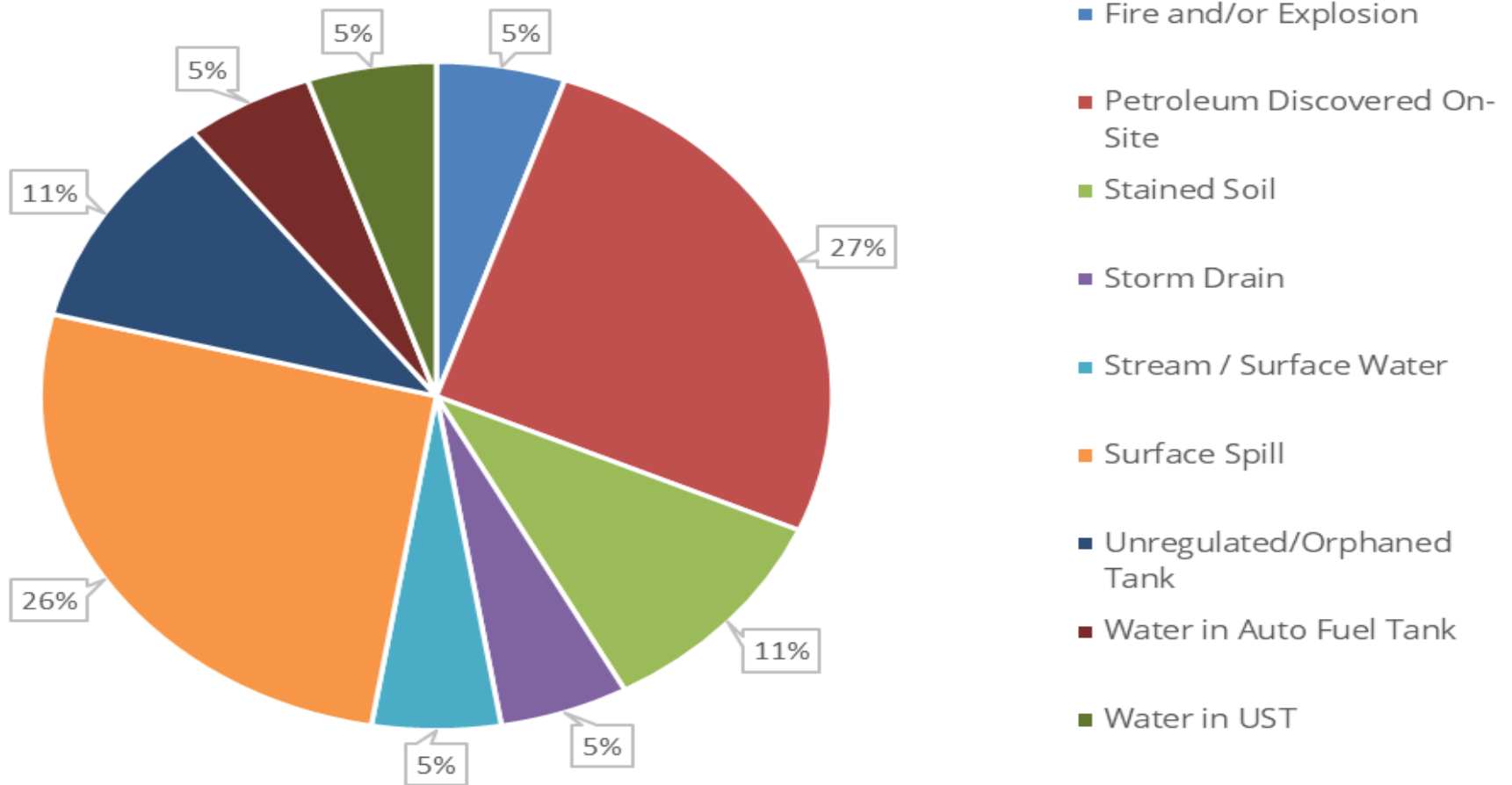
- Presented to Board at February 2024 meeting. Policy became final on March 21, 2024.
- Deputy Director reviewed revised policy with each Field Office in June 2024 roundtable meetings.

STATISTICS (1/1/2024 to 6/30/2024)

Total Complaints Received	14	% of Total
Division Jurisdiction	6	42.9%
Not Division Jurisdiction	8	57.1%
Jurisdiction Determination in Process	0	0.0%
Petroleum Sites Identified	10	71.4%
Average Days to Investigate	1.00	
Average Days to Complete	10.29	
Complaints Completed Same Day	2	14.3%
Maximum Days to Complete	85	
Complaints Investigated > 7 Days	0	0.0%
Complaints Completed > 7 Days	2	14.3%
Complaints Open at Time of Report	0	0.0%
Anonymous Complainant	5	35.7%

STATISTICS (January 1 to June 30, 2024)

Staff Confirmed

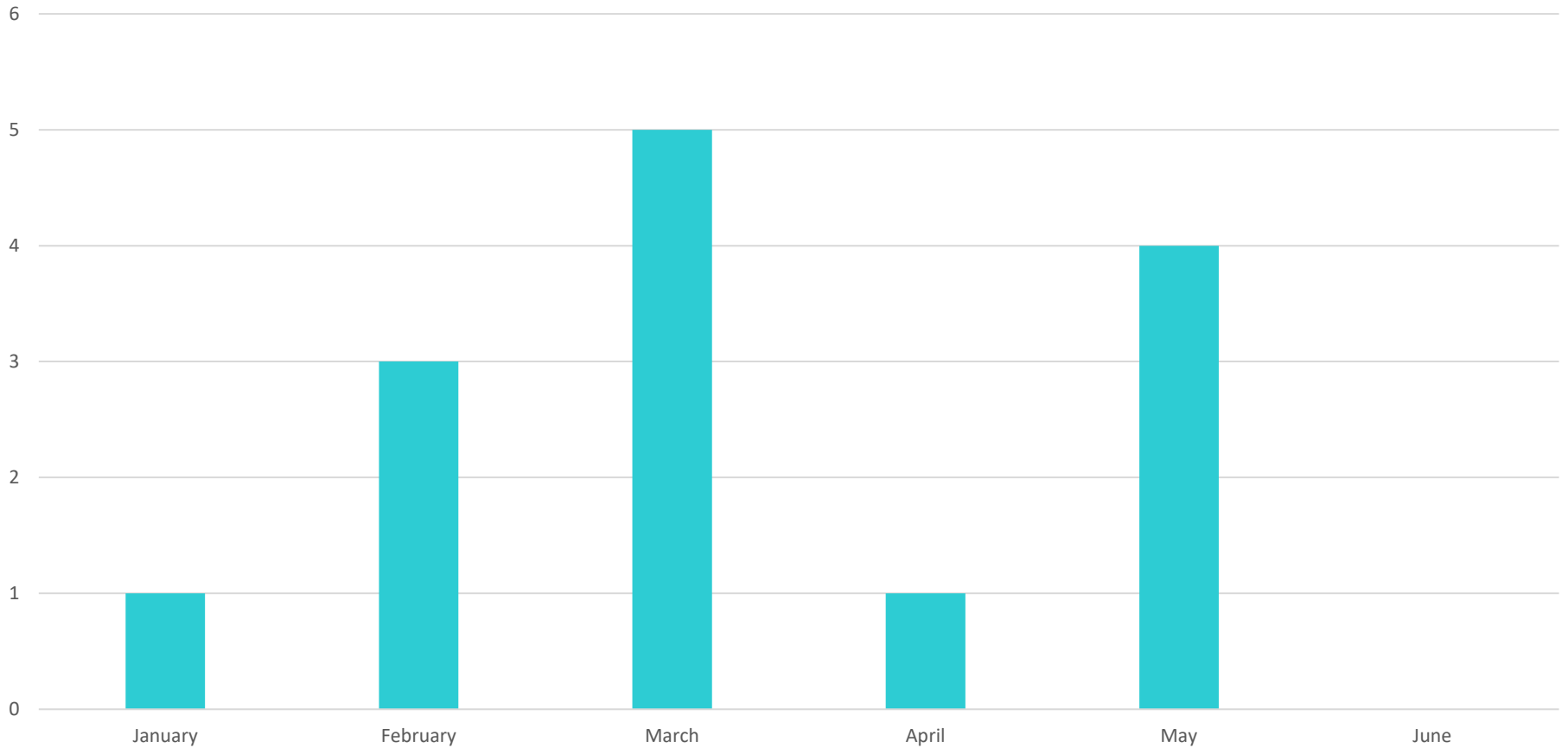


STATISTICS (1/1/2023 to 6/30/2023)

Referrals	Total
TDEC - APC	1
TDEC - REM	0
TDEC - SWM	4
TDEC - WRs	4
TDEC - Other	0
Multiple Divisions and/or Agencies	0
Other Agency - Local Municipality	2
Other Agency - State	2
Other Agency - Federal	0
TOTAL	13

Statistics

Monthly Complaint Totals
UST Division
January 1, 2024 to June 30, 2024



Citizen Complaint Response Examples

- Complaint #131073 (Ducktown City Fire Department)
 - Complaint of abandoned, unregistered UST received from EPA
 - Staff were on site same day Division was notified
 - State contractor mobilized to site within two days
 - 1,200 gallons of water/oil mix removed, stained soils removed from tank area and stockpiled on site
 - Tanks determined to be regulated and closure activities began
- Complaint #130727 (Hendersonville Keystop Express)
 - Complaint of water in premium fuel tank
 - Staff contacted Weights and Measures who was aware of issue
 - Full compliance inspection performed five days after complaint
 - Premium fuel was in phase separation and was removed



QUESTIONS?

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