



Department of
**Environment &
Conservation**

Citizen Environmental Complaint Response Update

February 5, 2025

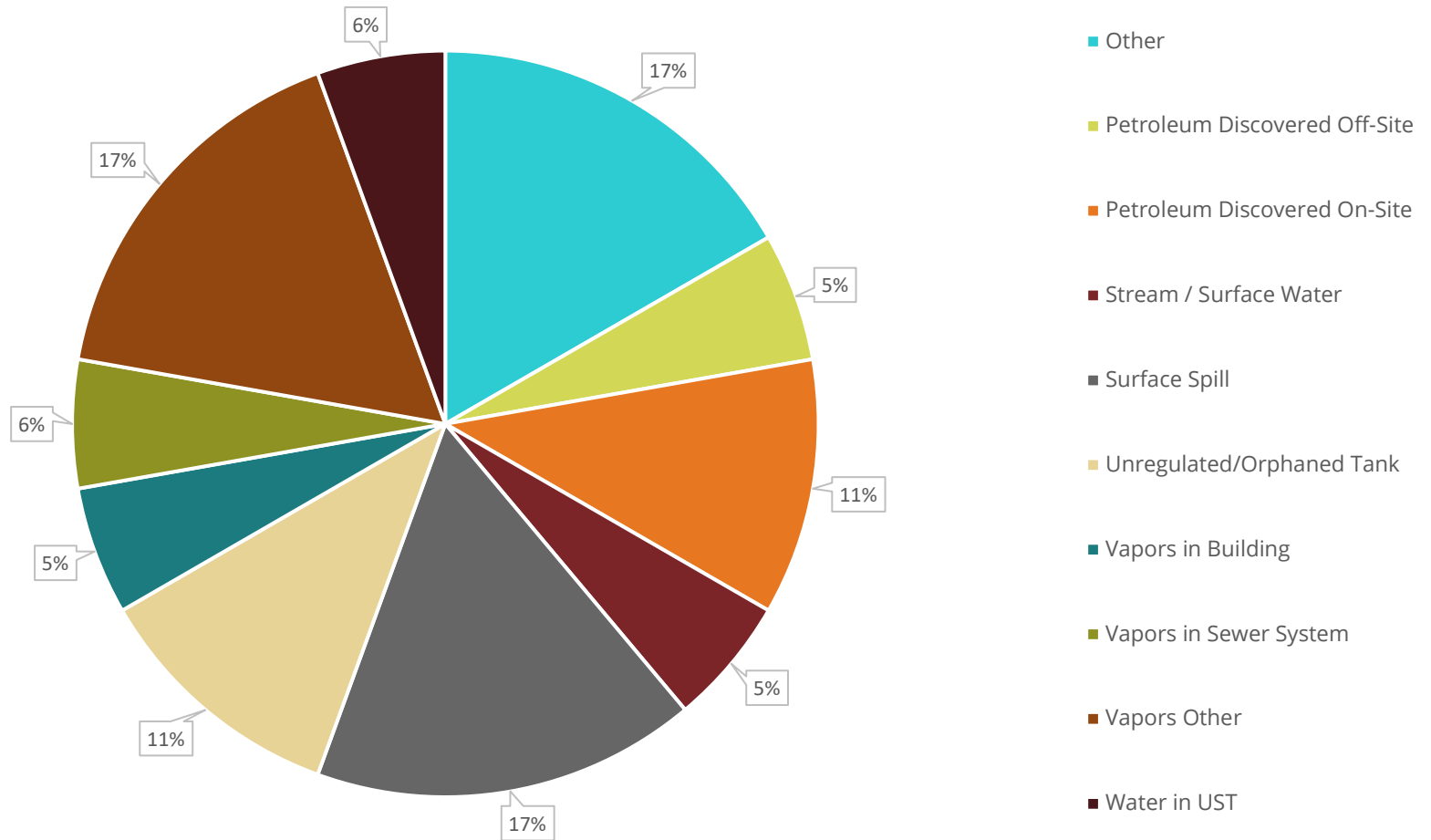
Christopher Lewis
Division of Underground Storage Tanks

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

Total Complaints Received	17	% of Total
Division Jurisdiction	10	58.8%
Not Division Jurisdiction	7	41.2%
Jurisdiction Determination in Process	0	0.0%
Petroleum Sites Identified	9	52.9%
Average Days to Investigate	0.59	
Average Days to Complete	1.76	
Complaints Completed Same Day	5	29.4%
Maximum Days to Complete	5	
Complaints Investigated > 7 Days	0	0.0%
Complaints Completed > 7 Days	0	0.0%
Complaints Open at Time of Report	0	0.0%
Anonymous Complainant	5	29.4%

STATISTICS (7/1/2024 to 12/31/2024)

Staff Confirmed

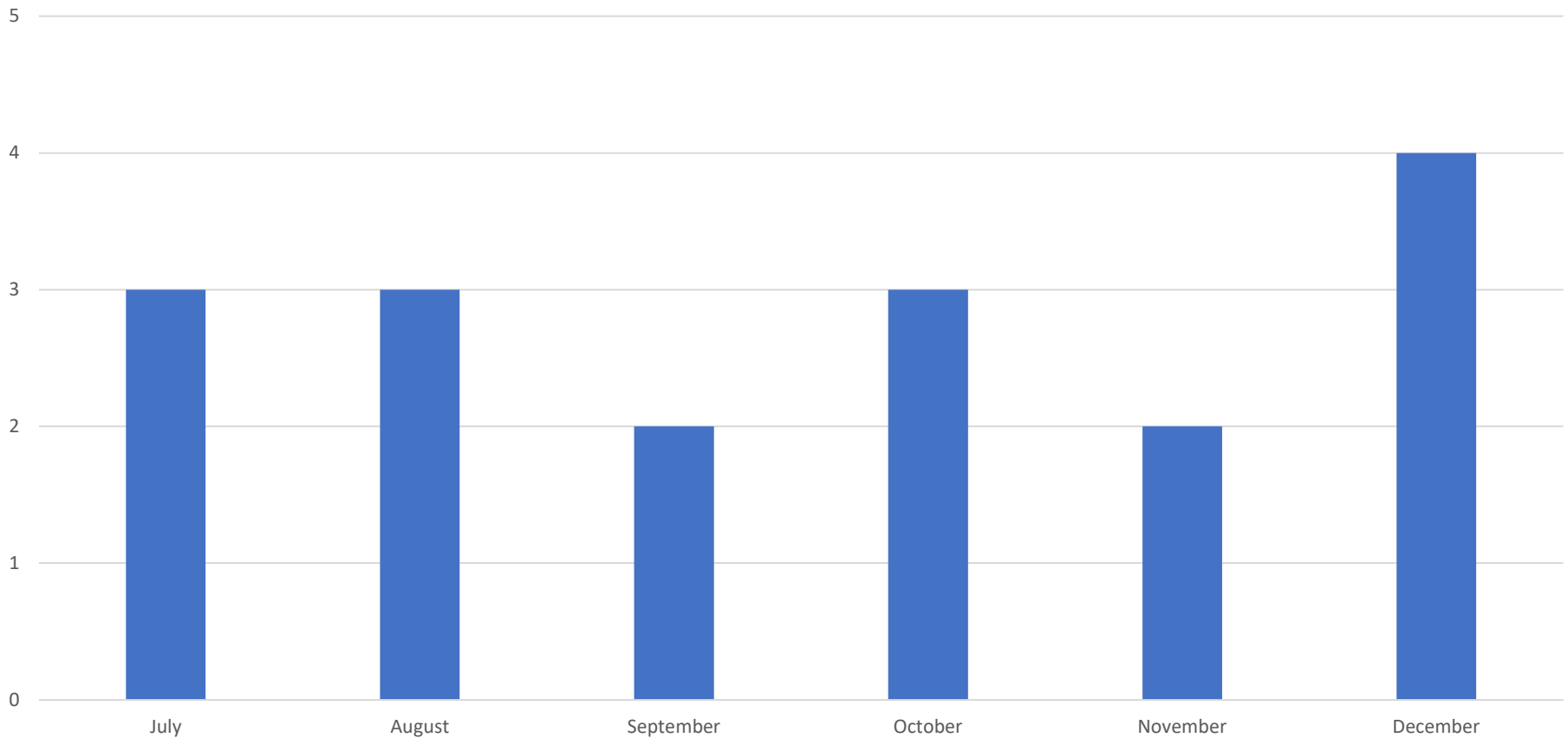


STATISTICS (7/1/2024 to 12/31/2024)

Referrals	Total
TDEC – APC	0
TDEC – REM	0
TDEC – SWM	3
TDEC – WRs	0
TDEC – Other	1
Multiple Divisions and/or Agencies	0
Other Agency – Local Municipality	0
Other Agency - State	1
Other Agency - Federal	0
TOTAL	5

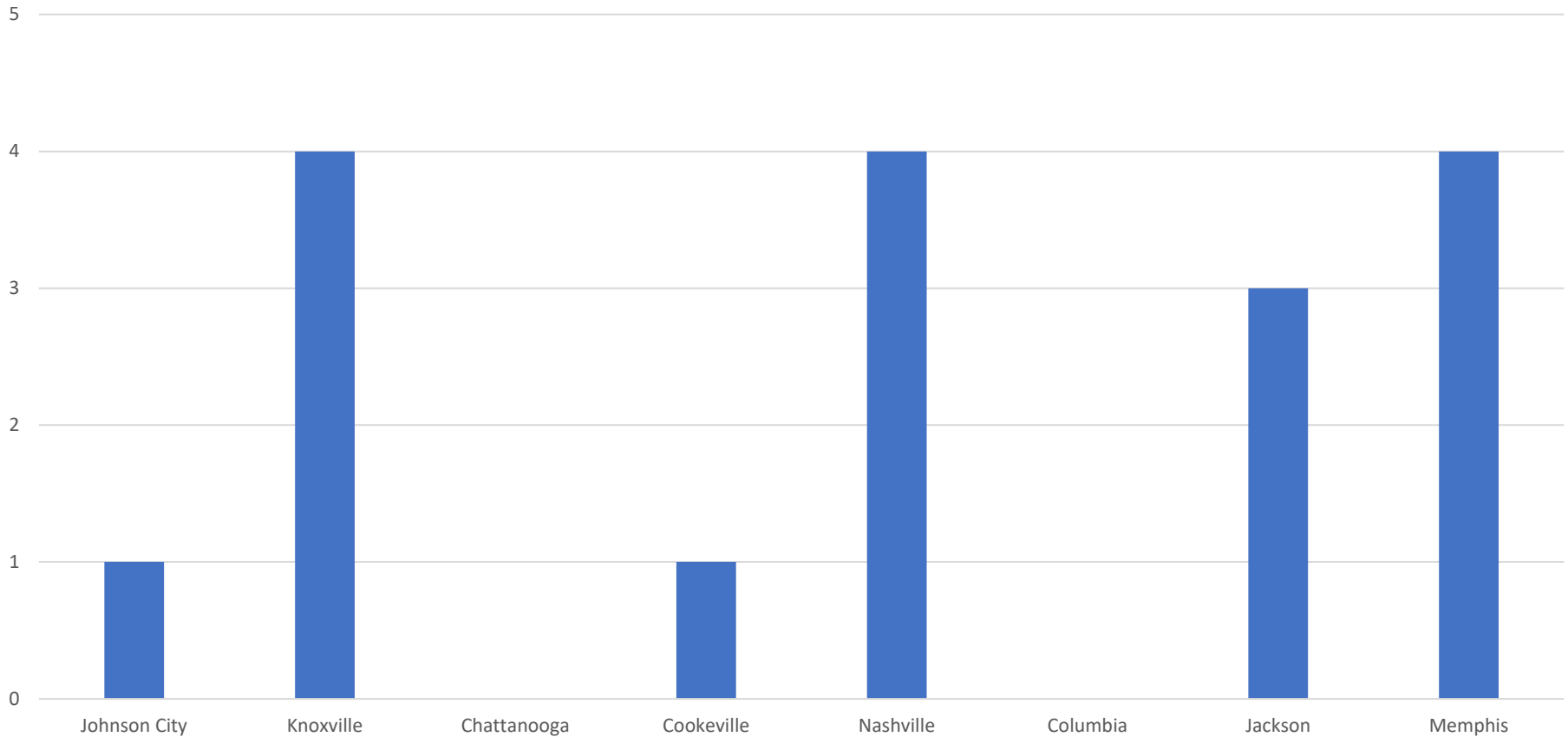
STATISTICS (7/1/2024 to 12/31/2024)

Monthly Complaint Totals
UST Division
July 1, 2024 to December 31, 2024



STATISTICS (7/1/2024 to 12/31/2024)

Complaints by EFO
UST Division
July 1, 2024 to December 31, 2024



Citizen Complaint Response Examples

- Complaint #133836 (CSX Transportation, Inc.)
 - Complaint of product on site from off property
 - Staff were on site same day Division was notified
 - Three facilities identified in immediate vicinity
 - Compliance inspections performed by EFO at all three facilities within ten days
 - Site checks are in progress at all three facilities
- Complaint #134242 (Big Orange Country Store)
 - Complaint of product leaking into sewer system
 - Staff were on site same day Division was notified
 - Free product found in three observation wells during compliance inspection
 - Site check is in progress at facility



QUESTIONS?

Christopher Lewis
Environmental Consultant
Christopher.Lewis@tn.gov | 865-296-9012 cell

Mark Braswell
Deputy Director of Field Office Operations
Mark.Braswell@tn.gov | 423-621-0062 cell