



Department of
**Environment &
Conservation**

Citizen Complaint Report

August 13, 2025

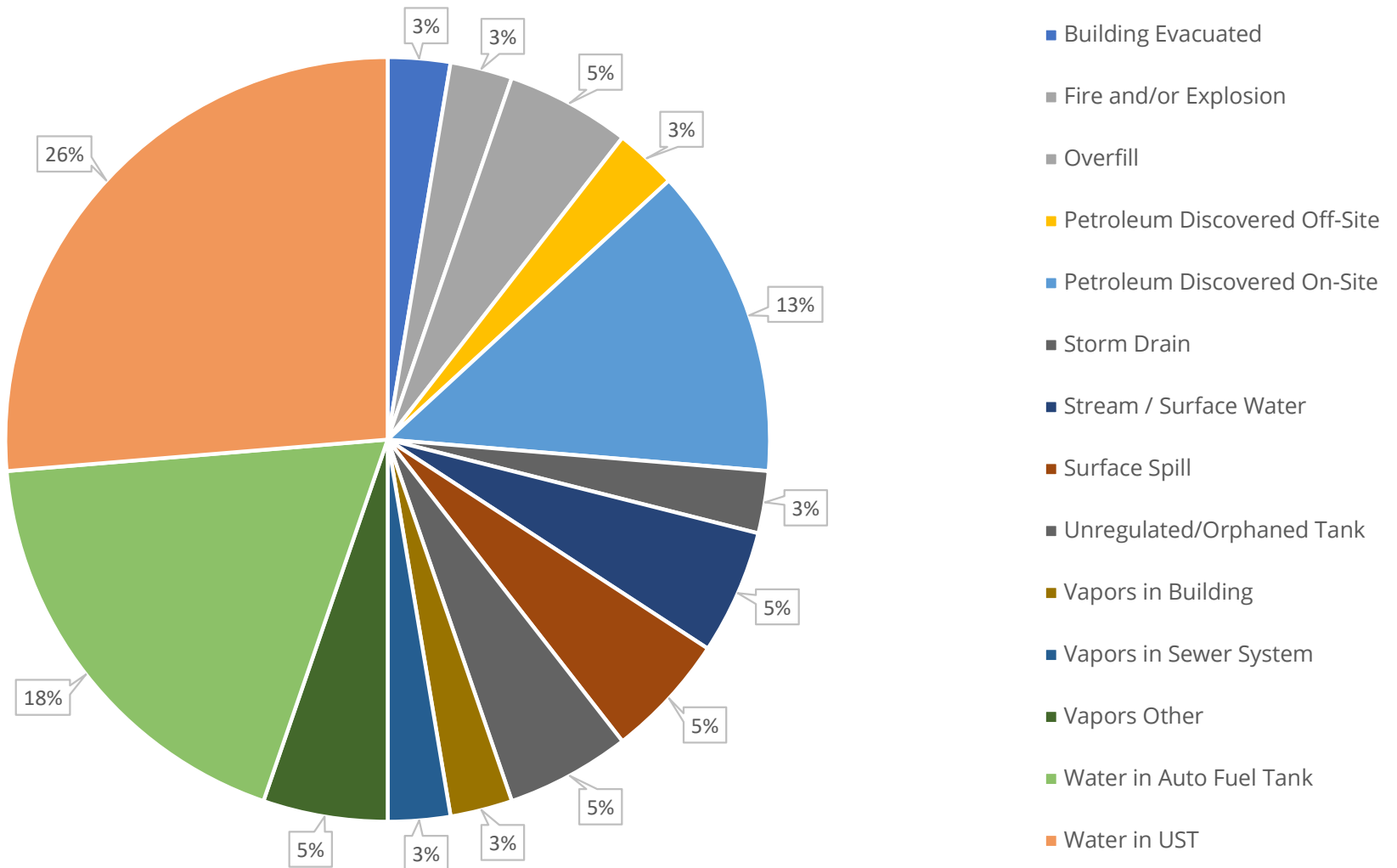
Christopher Lewis
Division of Underground Storage Tanks

STATISTICS (1/1/2025 to 6/30/2025)

Total Complaints Received	25	% of Total
Division Jurisdiction	18	72.0%
Not Division Jurisdiction	7	28.0%
Jurisdiction Determination in Process	0	0.0%
Petroleum Sites Identified	21	84.0%
Average Days to Investigate	1.80	
Average Days to Complete	3.04	
Complaints Completed Same Day	9	36.0%
Maximum Days to Complete	15	
Complaints Investigated > 7 Days	1	4.0%
Complaints Completed > 7 Days	1	4.0%
Complaints Open at Time of Report	0	0.0%
Anonymous Complainant	4	16.0%

STATISTICS (1/1/2025 to 6/30/2025)

Staff Confirmed

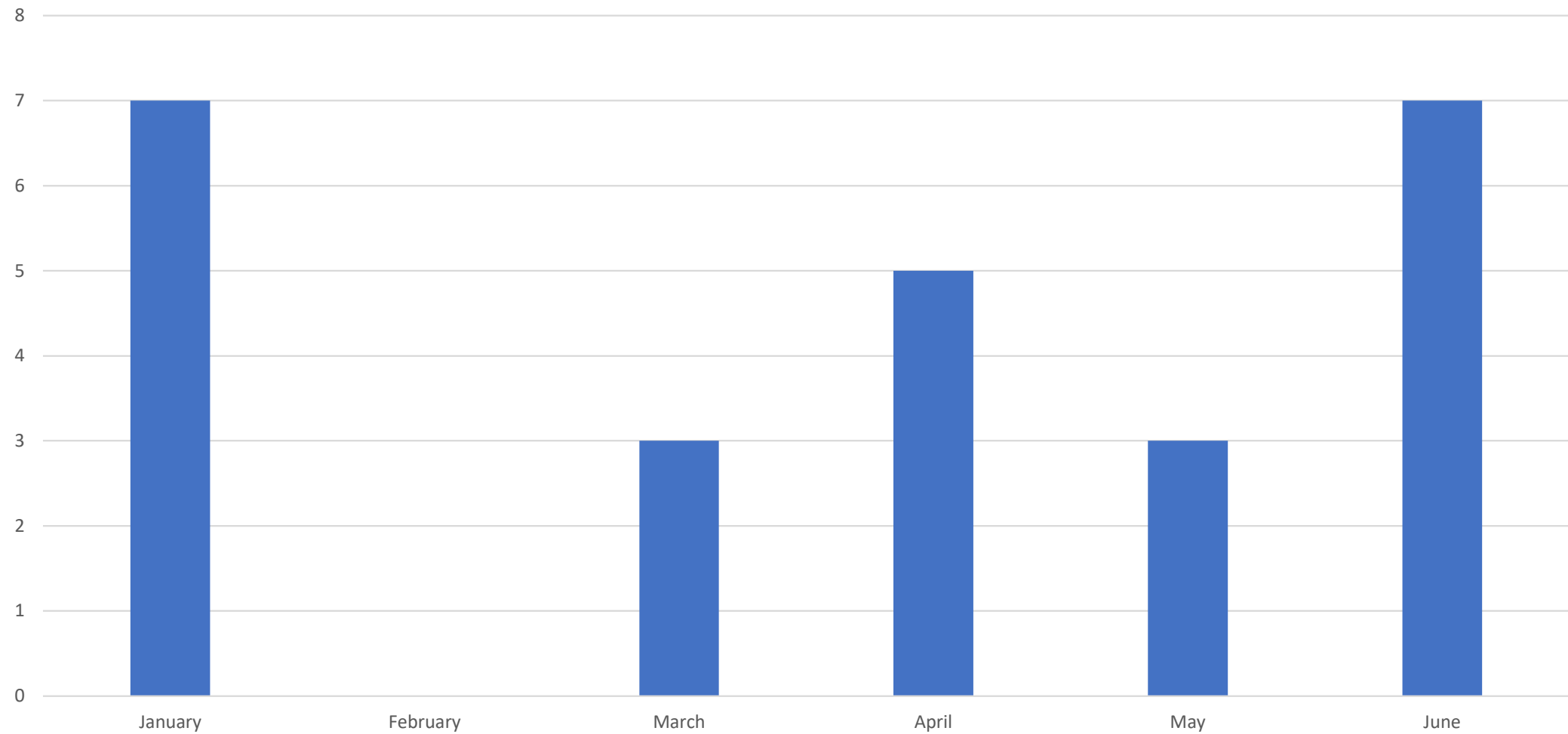


STATISTICS (1/1/2025 to 6/30/2025)

Referrals	Total
TDEC – APC	1
TDEC – REM	2
TDEC – SWM	3
TDEC – WRs	3
TDEC – Other	0
Multiple Divisions and/or Agencies	0
Other Agency – Local Municipality	0
Other Agency - State	1
Other Agency - Federal	0
TOTAL	10

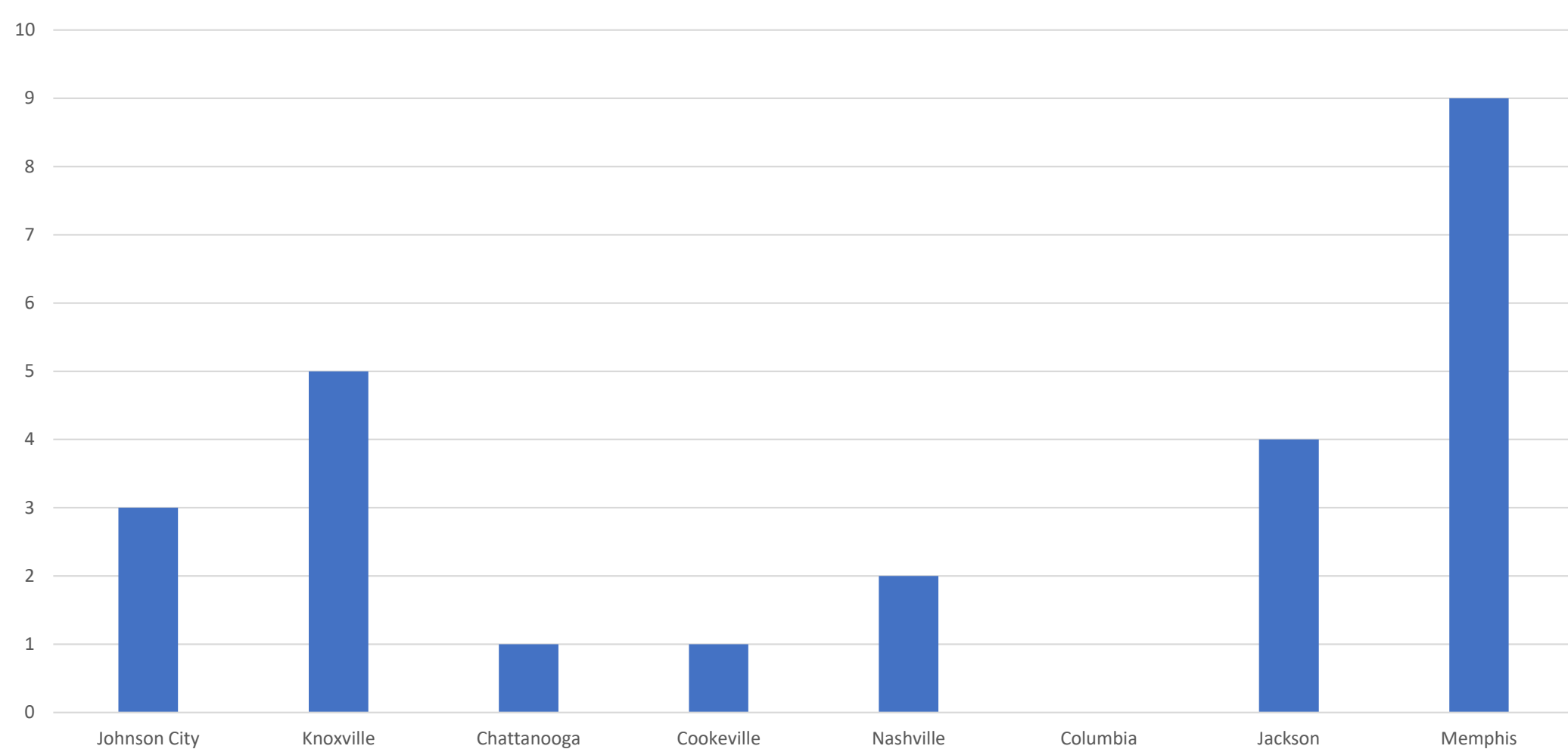
STATISTICS (1/1/2025 to 6/30/2025)

Monthly Complaint Totals
UST Division
January 1, 2025 to June 30, 2025



STATISTICS (1/1/2025 to 6/30/2025)

Complaints by EFO
UST Division
January 1, 2025 to June 30, 2025



Complaint Response Examples

- Complaint #135078 (ABC Mart)
 - Complaint of overfill of UST at facility
 - Staff were on site same day Division was notified
 - Overfill determined to be at least 50 gallons
 - Compliance inspection performed by EFO within seven days
 - Release investigation is currently in process at facility
- Complaint #136223 (Fellowship West Church)
 - Complaint re: unregistered UST
 - Staff were on site same day Division was notified
 - EFO coordinated with owner, local contractor, and Central Office staff to gather information
 - Correspondence issued by next day to owner
 - Per contractor, tank has since been removed with no evidence of contamination



QUESTIONS?

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