



Department of
**Environment &
Conservation**

Citizen Environmental Complaint Response Update

August 2, 2023

Christopher Lewis
Division of Underground Storage Tanks

REVIEW OF PREVIOUS PRESENTATION

- Presentation given by Christopher Lewis in December 2022 meeting
- Reviewed Update on implementation of Citizen Complaint Response Policy Process, Statistics from recent report, and a Sample complaint

UPDATE ON IMPLEMENTATION

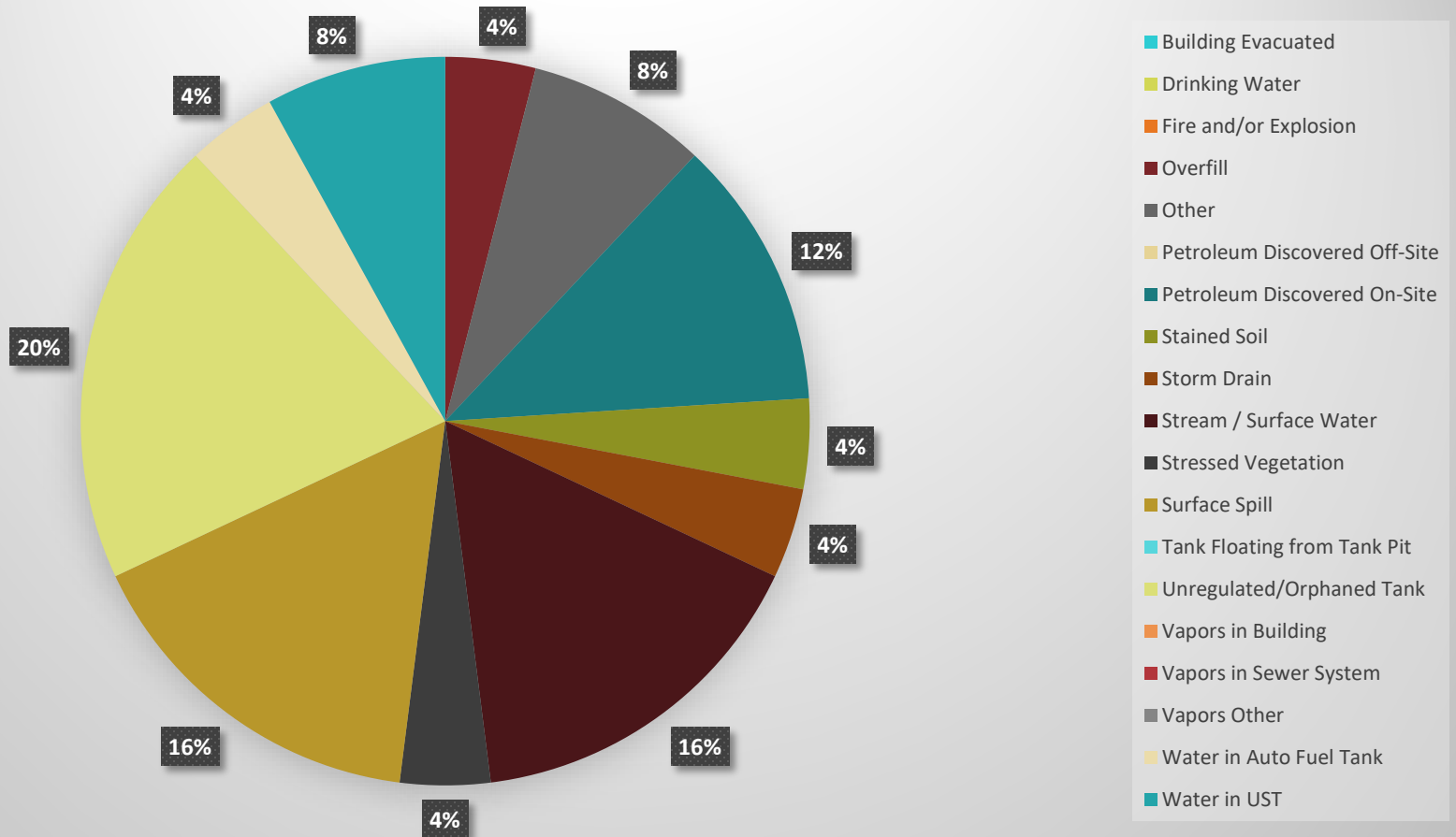
- With Citizen Complaint Response Policy Process, accuracy in logging of complaints has increased.
- Revisions to policy coming to incorporate State Legislative Audit recommendations regarding supervision review of complaints.
- Revisions to policy will go through the Department's policy on policies process.

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

Total Complaints Received	19	% of Total
Division Jurisdiction	5	26.3%
Not Division Jurisdiction	13	68.4%
Jurisdiction Determination in Process	1	5.3%
Petroleum Sites Identified	13	68.4%
Average Days to Investigate	1.79	
Average Days to Complete	4.83	
Complaints Completed Same Day	7	36.8%
Maximum Days to Complete	37	
Complaints Investigated > 7 Days	1	5.3%
Complaints Completed > 7 Days	3	15.8%
Complaints Open at Time of Report	1	5.3%
Anonymous Complainant	7	36.8%

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

Staff Confirmed

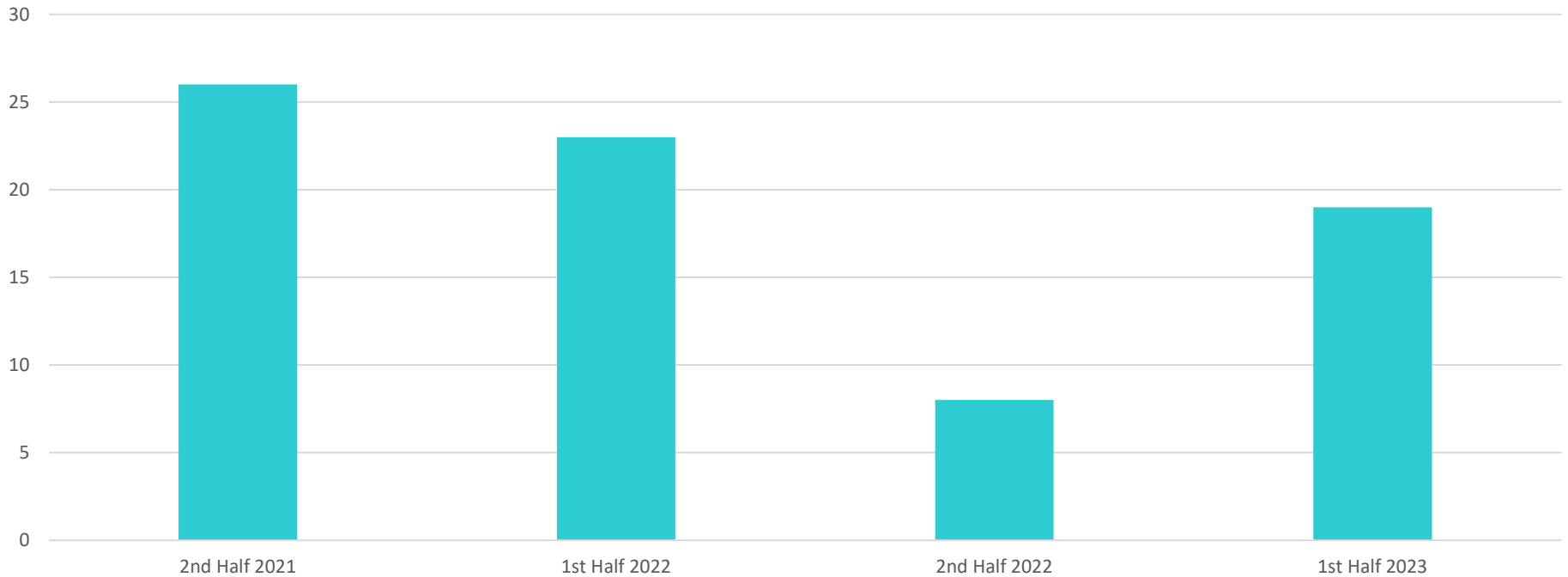


STATISTICS (1/1/2023 to 6/30/2023)

Referrals	Total
TDEC - APC	0
TDEC - REM	2
TDEC - SWM	0
TDEC - WRs	7
TDEC - Other	0
Multiple Divisions and/or Agencies	0
Other Agency - Local Municipality	0
Other Agency - State	2
Other Agency - Federal	0
TOTAL	11

Statistics

Semi-Annual Complaint Totals
UST Division
2nd Half 2021 to 1st Half 2023



Citizen Complaint Response Examples

- Complaint #126640 (Forest Hill Dairy)
 - Complaint of gasoline smell over course of three weeks.
 - Staff investigated on site same day.
 - Closed after investigation discovered natural gas pipeline repaired.
 - Opened as suspected release after new issue at nearby site.
- Complaint #125976 (G. T. Oil, Inc.)
 - Complaint of water in gasoline.
 - Staff contacted owner and contractor same day.
 - Contractor stated water originated from broken equipment.
 - Equipment fixed. Water removed.
 - Staff closed after confirming above on site.



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