



Department of
**Environment &
Conservation**

Citizen Environmental Complaint Response Update

February 7, 2024

Christopher Lewis
Division of Underground Storage Tanks

UPDATE ON IMPLEMENTATION

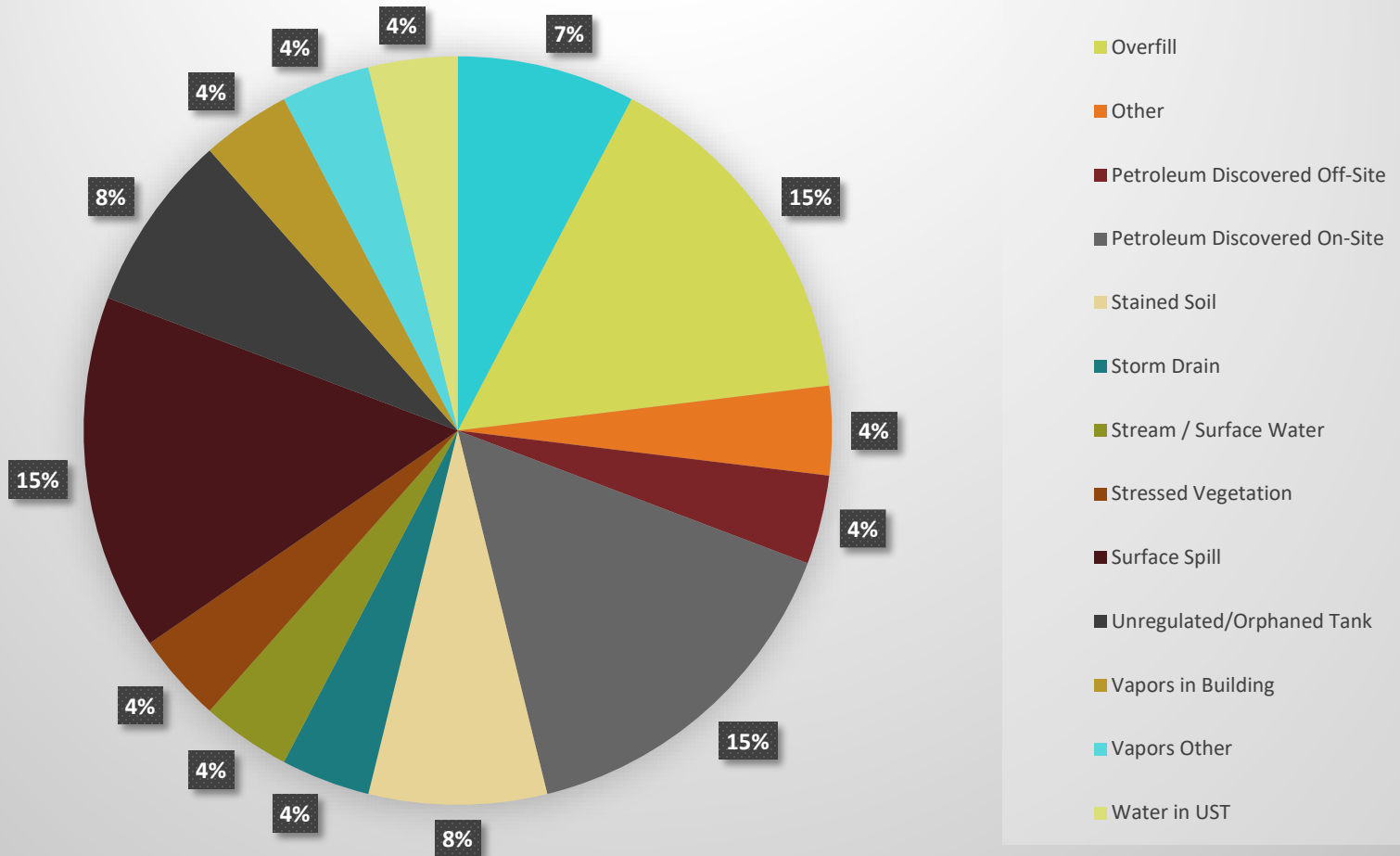
- Updates have been made to GasLog to prevent incorrect data entry and for supervisory and QA/QC approval entry
- Revisions to the policy have been completed and will proceed through department's policy on policies process

STATISTICS (7/1/2023 to 12/31/2023)

Total Complaints Received	17	% of Total
Division Jurisdiction	6	35.3%
Not Division Jurisdiction	10	58.8%
Jurisdiction Determination in Process	1	5.9%
Petroleum Sites Identified	10	58.8%
Average Days to Investigate	2.47	
Average Days to Complete	3.69	
Complaints Completed Same Day	4	23.5%
Maximum Days to Complete	11	
Complaints Investigated > 7 Days	1	5.9%
Complaints Completed > 7 Days	2	11.8%
Complaints Open at Time of Report	1	5.9%
Anonymous Complainant	4	23.5%

STATISTICS (7/1/2023 to 12/31/2023)

Staff Confirmed

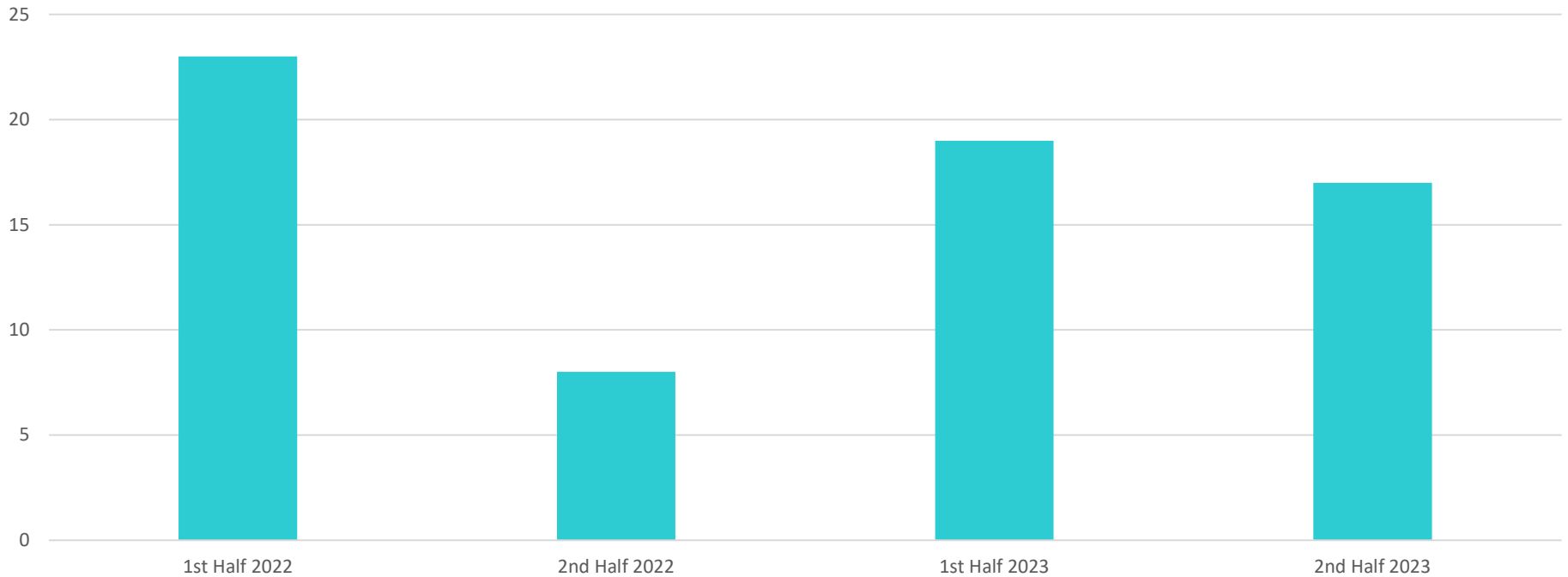


STATISTICS (1/1/2023 to 6/30/2023)

Referrals	Total
TDEC - APC	0
TDEC - REM	1
TDEC - SWM	2
TDEC - WRs	5
TDEC - Other	0
Multiple Divisions and/or Agencies	0
Other Agency - Local Municipality	0
Other Agency - State	0
Other Agency - Federal	0
TOTAL	8

Statistics

Semi-Annual Complaint Totals
UST Division
1st Half 2022 to 2nd Half 2023



Citizen Complaint Response Examples

- Complaint #128992 (Roadrunner Market No. 110)
 - Complaint of overfill during fuel delivery
 - Staff were on site same day Division was notified along with DWR staff
 - Overfill was confirmed with no evidence of off-site migration
 - Fuel was cleaned up by owner's contractor
 - Overfill determined to be due to driver error
- Complaint #128410 (Tia of TN, Inc.)
 - Complaint of water in unnamed tributary
 - Staff were on site same day Division was notified
 - Worked with multiple other Divisions to assess site
 - Release confirmed to be from on-site AST



QUESTIONS?

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