City of Springfield
Water Pollution Control Section
Pollution Complaint/Report Form

Date 6-14-91

Report From:
- [x] Citizen
- [ ] Fire Dept
- [ ] Sewer Maintenance
- [ ] Other

Received By: KAREN CHANDLER
Referred To:
Date of Incident:

Complainant Information:
Name MRS. DAVID NORBERG
Address 1830 E. SUNSET DRIVE
Phone 887-1982

Responsible Party Information:
Name SUPREME KRINGLE INC.
Address 2636 S. GLENSTONE
Phone 881-5226

Directions(if needed)

Possible contamination of:
- [ ] soil
- [ ] groundwater
- [x] surface water what body?
- [ ] other

Other Pertinent Information

Who to contact:

[x] DNR 417-883-4033	[ ] Bob Schaefer	[ ] Sewer Const
[ ] DNR 314-634-2436	[ ] CU 831-8320	[ ] Chemtrec 800-424-9300
[ ] EPA 913-236-3378	[x] Street Dept	[ ] DOT
[ ] Fire Dept 864-1719	[x] Health Dept	[ ] NRC 312-790-5500
[ ] Police Dept 864-1719	[ ] Sewer Maint	[ ] Other

Details of Incident: MRS. NORBERG CALLED AND SAID THERE WAS GREASY RANCID WATER IN THE STORM DITCH IN FRONT OF HER HOUSE. SHE SAID THE PROBLEM HAD BEEN GOING ON FOR A MONTH BUT SHE HADN'T BEEN AT HOME DURING THE DAY TO CALL ABOUT IT.

I CALLED DON AT THE STREET DEPT. 6-14-91 TO SEE IF THEY COULD FLUSH OUT THE DITCH, BUT HE DIDN'T HAVE ANYONE AVAILABLE TO DO IT

Action needed: FIND SOURCE

Firestone Tire & Service Centers

2823 Glenstone
Springfield, MO 65804
(417) 882-3751
FAX: (417) 882-6096

DON BROYLES
STORE MANAGER

BRIDGESTONE
Firestone
Triumph
MASTERCARE®
CAR SERVICE

2636 S. GLENSTONE

Investigation Results

6/14/91 I WENT TO THE NORBERG'S HOUSE ABOUT 2:00PM AND OBSERVED SOME GREASY LOOKING WATER IN THE STORM DITCH. THE WATER SMELLED LIKE RANCID GREASE FROM A RESTAURANT. I COULD ONLY FOLLOW THE WATER BACK A LITTLE WAYS BEFORE THE DITCH DRIED UP. I CHECKED THE STORM INTAKES ON THE EAST & WEST SIDES OF GLENSTONE. THEY WERE DRY & THERE WAS NO EVIDENCE OF GREASE IN THEM - NO ODOR OR RESIDUE. I CHECKED THE LOT BEHIND POWDERED ON THE WEST SIDE OF GLENSTONE & THERE WAS NO EVIDENCE THEY HAD WASHED ANYTHING OFF THE LOT. I CHECKED BEHIND BRENTWOOD CENTER. THERE WAS SOME WATER RUNNING DOWN BEHIND THE STORES BUT NO APPARENT SOURCE OF THE CONTAMINATED WATER IN THE STORM DITCH.

6/18/91 10:00 AM. GENE PABST & I CHECKED BEHIND BRENTWOOD CENTER AGAIN. THERE WAS CLEAR WATER, APPARENTLY AIR CONDITIONER CONDENSATE RUNNING DOWN THE LOT BEHIND THE STORES. THE WATER IN THE STORM DITCH ON SUNSET WAS CLEAR (IT RAINED HEAVILY SATURDAY, WHICH PROBABLY CLEANED OUT THE DITCH)

6/20/91 MRS. NORBERG CALLED AT 10:45 AM. AND SAID THE DITCH WAS "REALLY BAD TODAY." JULIE SUGGESTED SHE ALSO CALL THE HEALTH DEPARTMENT. TOM FARE LOOKED AT IT AND CALLED THIS OFFICE ABOUT IT. HE WONDERED IF IT MIGHT POSSIBLY BE A LEAKING SANITARY SEWER LINE.
GENE & PAUL HILBURN WENT OUT TO LOOK AT THE DITCH IN THE AFTERNOON. THE WATER WAS BUBBLING UP IN THE DITCH BECAUSE IT WAS SEPTIC. THEY TRACED A GREASY LOOKING RESIDUE BACK TO THE BAKERY.

6/21/91 7:20 AM I DROVE TO THE BRENTWOOD CENTER. THERE WAS WATER RUNNING DOWN THE STREET. THERE WERE RACKS ON A CART BEHIND THE BAKERY & A HOSE ON THE GROUND BESIDE THE CART. I TALKED TO LANCE TWESME THE MANAGER OF SUPREME KRINGLE, ABOUT THE PROBLEM. I ADVISED HIM THAT THE ONLY WATER THAT SHOULD GO TO THE STORM DITCH WAS UNPOLLUTED WATER AND THAT THE WASH WATER FROM THE RACKS SHOULD GO TO THE SANITARY SEWER. I ALSO TOLD HIM I WOULD INFORM THE HEALTH DEPARTMENT ABOUT THE PROBLEM. HE SAID HE WOULD WASH THE RACKS INSIDE FROM NOW ON. HE SAID HE COULD DO TWO OR THREE AT A TIME IN THE PAN WASHER INSIDE.

City of Springfield
Water Pollution Control Section
Pollution Complaint/Report Form

Date 4/29/92

Report From:
- [x] Citizen
- [ ] Fire Dept
- [ ] Sewer Maintenance
- [ ] Other

Received By: DAVID DUFFIELD
Referred To: CHUCK GRIFFEY & KAREN CHANDLER
Date of Incident: 4/29/92

Complainant Information:
Name MR & MRS. DAVID NORBERG
Address 1830 E. SUNSET
Phone 887-1982

Responsible Party Information:
Name SUPREME KRINGLE INC
Address 2636 S. GLENSTONE
Phone 881-5226

Directions (if needed)

Possible contamination of:
- [ ] soil
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Other Pertinent Information

Who to contact:

[ ] DNR 417-883-4033	[ ] Bob Schaefer	[ ] Sewer Const
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[ ] Fire Dept 864-1719	[x] Health Dept	[ ] NRC 312-790-5500
[ ] Police Dept 864-1719	[x] Sewer Maint	[ ] Other

Details of Incident: THE NORBERGS CALLED ABOUT THE PROBLEM OF SMELLY NASTY LOOKING WATER IN THE STORM DITCH IN FRONT OF THEIR HOUSE (SAME PROBLEM THEY HAD HAD LAST YEAR). THEY THOUGHT IT MIGHT BE A SEWER PROBLEM. DAVID READ THEM PARTS OF THE COMPLAINT FORM FROM LAST YEAR (6-14-91) WHICH EXPLAINED THE ACTION WE HAD TAKEN AND TOLD THEM SPECIFIC DATES WHEN THINGS HAD BEEN DONE THERE LAST YEAR.

Action needed: CHECK TO MAKE SURE SEWER IS FLOWING OK
CHECK TO SEE IF WATER IS COMING FROM BAKERY AGAIN
CALL HEALTH DEPARTMENT
CALL NORBERGS

2636 S. GLENSTONE

Investigation Results

GENE PABST & I HAD BEEN IN THIS AREA A COUPLE OF WEEKS AGO AND NOTICED THAT THE PAVEMENT OF THE ALLEY BEHIND THE SHOPPING CENTER WAS STAINED WHERE SOMETHING HAD RUN OFF (THE PAVEMENT WAS DRY AT THIS TIME.

4-29-92 CHUCK GRIFFEN HAD A SEWER MAINTENANCE CREW CHECK THE SEWER MAIN, & IT WAS CLEAR.

GENE PABST & I LOOKED IN THE ALLEY BEHIND THE SHOPPING CENTER. THERE WAS WATER RUNNING DOWN THE ALLEY & WE FOLLOWED IT TO THE BACK DOOR OF THE BAKERY

I CALLED THE HEALTH DEPARTMENT & TALKED TO KAREN HENDERSON. SHE REMEMBERED THE PROBLEM & SAID SHE WOULD TALK TO THE BAKERY ABOUT IT.

I CALLED MR. NORBERG & TOLD HIM WHAT HAD BEEN DONE TO SOLVE THE PROBLEM.