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From: KUB Media <KUB.Media@kub.org>  
To: [bbeanster@aol.com](mailto:bbeanster@aol.com) <bbeanster@aol.com>  
Sent: Thu, Mar 7, 2019 4:21 pm  
Subject: KUB Information 

Ms. Bean,

On December 28, 2018 KUB was alerted to a potential SSO on the 900 block of Loves Creek Road by TDEC, and within approximately thirty minutes a KUB responder was on site, finding no active SSO or evidence of an SSO occurring. However, KUB began including this area for proactive inspection during heavy rainfall events.

Following the historic flooding of the Knoxville area on February 23, KUB encountered and confirmed an SSO occurring at 3 manholes in the proximity of 915 Loves Creek Road. KUB reported this to TDEC and it was listed on KUB’s website per reporting protocol (<https://www.kub.org/forms/sso-logs>). The area remained blocked off by personnel and was eventually closed entirely due to the flooding. The following morning, KUB cleaned areas that were not impacted by flooding at the time and then returned on March 1 to complete cleaning after being advised by a member of the public that the flood water had receded and there were further debris that needed cleaning. Also following this event, KUB installed smart technology into one of the manholes near 915 Loves Creek Road, which will alert KUB to an issue. Since this occurred, KUB has not been alerted to any problems at this site by the device or the public, and a visual check of the device and the site confirm no SSOs since the rain event on the 23rd.

Per the information KUB has collected over the last 15 years, the manholes in question on Loves Creek Road are only prone to SSOs in the largest of storm events - events that exceed the design storm size agreed to by KUB and the other parties of the Consent Decree. KUB will continue to monitor and investigate if a project is needed to address these manholes.

While KUB is proactive in looking for potential SSOs and installing technologies to help detect issues, it is very important for the public to report these types of issues to KUB if they encounter them. They should call KUB at 865-524-2911 to make a report so we can respond and address the problem.

We have been in contact with the TDEC and the City of Knoxville throughout the event who indicated they are appreciative of KUB’s response to the unprecedented floods. We were told that KUB is not unique and that the flooding is creating the same type of issues throughout the region. The State has previously praised KUB on its management of its wastewater system and its Century II (which now encompasses PACE 10) capital improvement program.