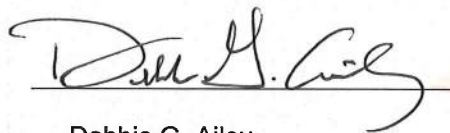


Annual MOM Progress Report

2014

Submitted to EPA on February 26, 2015

I certify under penalty of law that this document and all attachments were prepared under my direction or supervision in accordance with a system designed to assure that qualified personnel properly gather and evaluate the information submitted. Based on my inquiry of the person or persons who manage the system, or those persons directly responsible for gathering such information, the information submitted is, to the best of my knowledge and belief, true, accurate and complete. I am aware that there are significant penalties for submitting false information, including the possibility of fine and imprisonment for knowing violations.



Debbie G. Ailey

2-26-15

Date



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Section 1: Introduction

KUB's Management, Operations, and Maintenance (MOM) programs continue to make significant improvements in the wastewater collection system resulting in both reduced overflow frequencies and volumes since 2003. The significant improvements in our MOM programs include increased asset inspections, more frequent gravity main cleaning, increased system storage for better wet-weather overflow control, and rehabilitation of the approximately 1,300 miles of collection system pipes.

Sanitary Sewer Overflows

KUB's continued focus on MOM programs and system rehabilitation has produced significant reductions from the number of sanitary sewer overflows (SSOs) that occurred before KUB implemented its PACE 10 Program in 2004. [PACE 10 was KUB's accelerated 10-year, \$530 million wastewater improvement program to aggressively attack the problem of sewer overflows. "PACE" stands for "Partners Acting for a Cleaner Environment."] With the completion of the 134 collection system projects required under the Consent Decree (CD), KUB is closing out the PACE 10 program and transitioning the management of wastewater system projects, including the remaining plant projects required by the CD, to the Century II program. Century II is the infrastructure management program KUB implemented in 2007 [using PACE 10 as a guide], which already manages KUB's electric, natural gas, and water systems.

Figure 1 illustrates the SSO event history for KUB. The total number of SSOs continues to decline, and it is apparent that total rainfall has less of an impact on our wastewater system than before our PACE 10 efforts.

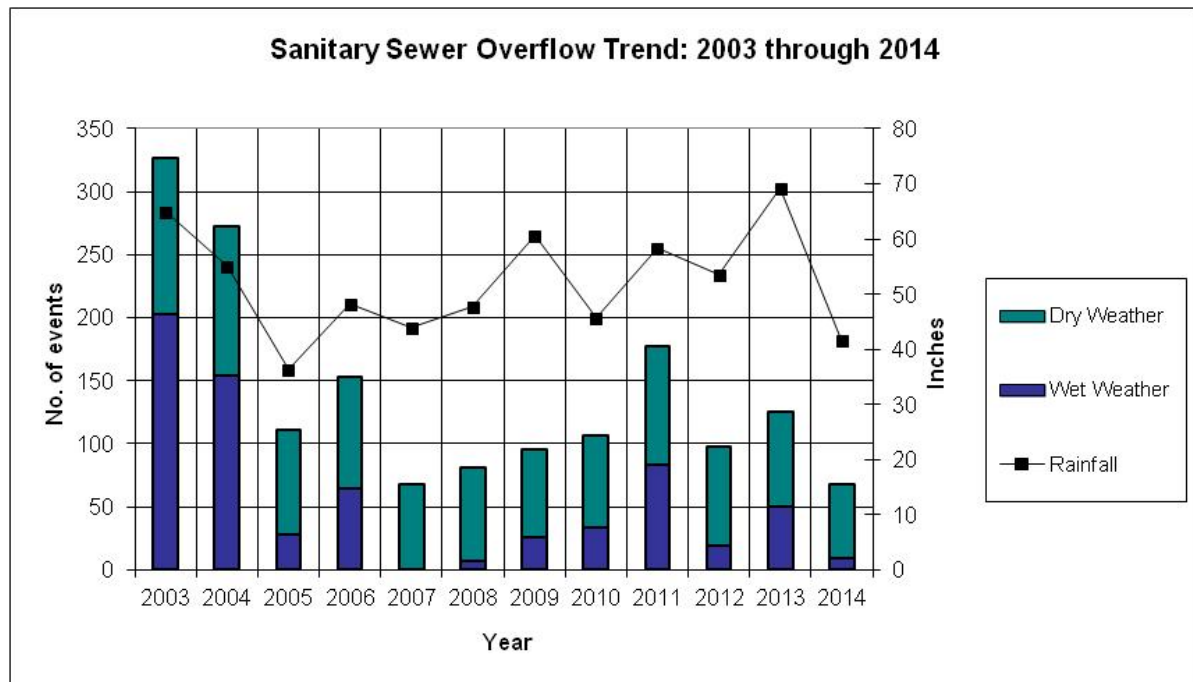


Figure 1. Sanitary Sewer Overflow Trend: 2003 through 2014

KUB experienced 9 wet-weather overflows in 2014 versus over 200 in 2003. The increasing trend in wet-weather overflows from 2008 to 2011 and the one year increase in 2013, seen in Figure 1, are reflective of the influence of total rainfall which generally trended upward for the six year period beginning in 2007. Continuous wet weather creates saturated ground conditions, which is also known as high antecedent moisture conditions. Extended rainfall results in more inflow and infiltration (I/I) when excess storm water causes flooding. Higher flows in the collection system from I/I in areas that have not undergone rehabilitation make the system more susceptible to overflows during heavy rain events. Improvements made in KUB's collection system have lessened the effects of rainfall and antecedent moisture as evidenced by the number of SSOs typically occurring prior to KUB's PACE 10 efforts.

KUB's wastewater storage facilities at Upper First Creek, Lower First Creek, Walker Springs, Upper Third Creek, Lower Third Creek, and Second Creek operated a combined total of 130 times in 2014, containing a total of 56.05 million gallons of wastewater, as shown in Table 1. The storage tanks help KUB to prevent spikes in flow that exceed the hydraulic capacity of the collection and treatment systems to reduce sewer overflows and protect our environment.

Table 1. Storage Facilities

Facility Name	Number of Times Operated	Total Gallons Stored
Upper First Creek Storage Facility	12	17.13 MG
Lower First Creek Storage Facility	13	10.12 MG
Walker Springs Storage Facility	14	7.25 MG
Upper Third Creek Storage Facility	18	4.34 MG
Lower Third Creek Storage Facility	24	8.21 MG
Second Creek Storage Facility	49	9.0 MG
Total	130	56.05 MG

KUB continues to focus on reducing blockage-related overflows especially through the efforts of the Blockage Abatement (BA) and Grease Control programs. Grease and roots continue to be the leading causes, or major contributing factors, in blockage-related overflows.

When you total the dry-weather overflows shown in Figure 2, KUB experienced 59 dry-weather overflows in 2014 and is maintaining focus on its MOM programs and system rehabilitation to reduce them. Blockages were a leading cause of dry-weather overflows in 2014, accounting for 28 of the 59 overflows that occurred. Heavy rainfall also affects dry-weather overflows. Increased flow from I/I can cause solid materials in the mains to move downstream, leading to an increased risk of blockage related overflows further downstream.

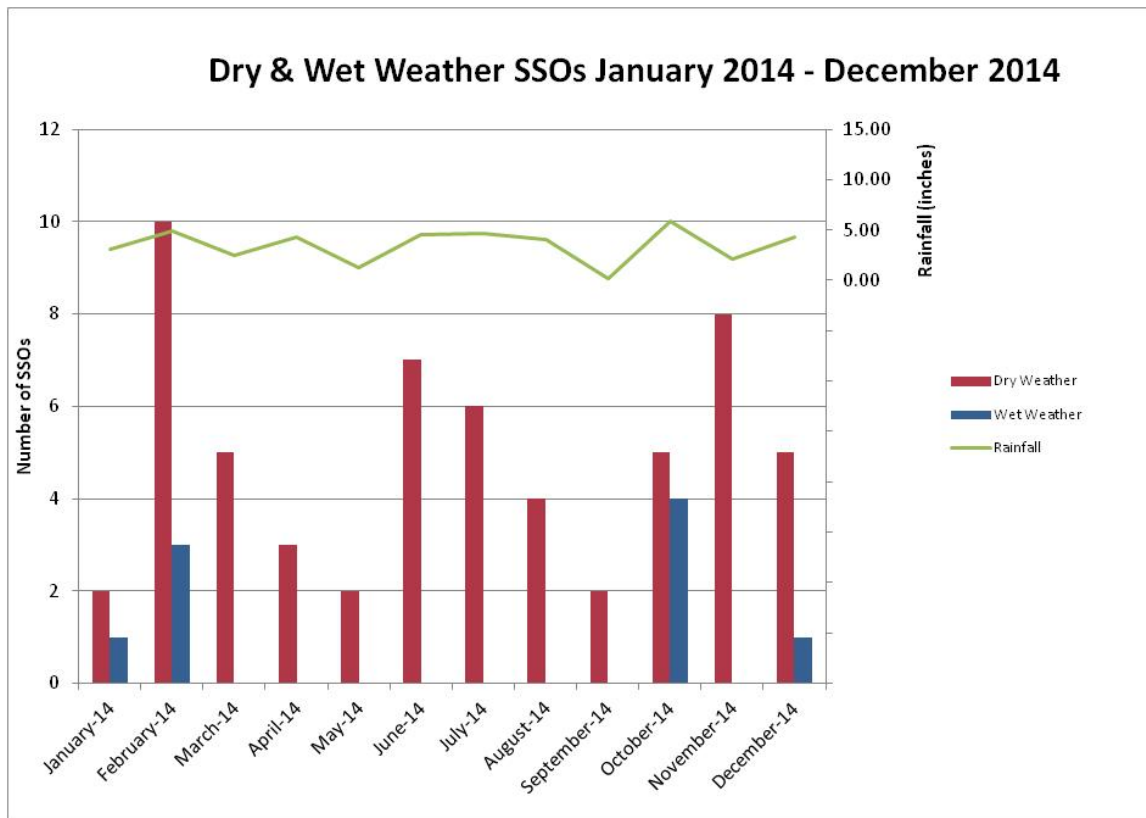


Figure 2. Dry- & Wet-Weather SSOs January 2014 –December 2014

In addition to the routine collection system assessment in 2014, KUB implemented a Trunkline Inspection Program to focus on the assessment of all gravity mains that are 12 inches or larger in diameter, which have not already undergone rehabilitation. KUB began the program with 358,444 feet (ft) of trunkline in this category. This effort presents unique challenges because of the flow and size of these mains and their critical role in the collection system. Trunkline condition assessments included Pipeline Assessment Certification Program (PACP) observations and a thorough engineering evaluation, in order to provide a maintenance recommendation and a rehabilitation recommendation, if warranted, for each line. In 2014, 174,206 (ft) of trunklines were inspected, and 9,118 ft of these lines were cleaned. This initiative also targeted three areas downstream of wet-weather SSO locations for extensive inspection and cleaning. These locations represented 20,348 ft of the trunklines inspected and 5,590 ft of those cleaned, including extensive root cutting. The evaluation of these areas resulted in these critical lines being placed in the Blockage Abatement Program to receive on-going cleaning and root abatement activities at more frequent cycles. As a result, we have already seen a reduction or elimination of overflows that occurred previously on Mitchell Street, Riverside Drive, and South Haven. At least two improvement projects are being designed as the long term solution to address the SSOs in these areas.

KUB's Grease Control Program requirements help to prevent grease related blockages. KUB requires all food service facilities (FSFs) to have and maintain grease control equipment. In addition, KUB continues an aggressive communication campaign to residential customers concerning grease. In 2014, KUB mailed grease letters to 1,637 residential customers and conducted inspections of 24 commercial customers near 13

grease-related overflows. In 2014, KUB also began mailing information on how to properly dispose of grease to residential customers in areas where grease buildup was increasing in the collection system.

KUB's Grinder Pump Inspection Program for all KUB-owned grinder pumps went through a second round of inspections in March 2014. During these inspections, the overall conditions of the grinder pumps were found to be much better than the initial inspections in December 2011. This inspection program also provides educational documents to homeowners with KUB-owned grinder pumps advising them of materials that are not acceptable to put down their system. Customers are advised that to prevent grinder pump overflows, grease, sanitary wipes, or other items that could impact the pump should be avoided. The recommendations and repairs made from these inspections helped KUB to achieve the lowest number of overflows caused by grinder pump failures in 2014 since prior to PACE 10 implementation.

MOM Programs

Grease Control Program

The activities of this program reduce grease related problems in the collection system, eliminate grease-related SSOs, and prevent grease from entering the wastewater treatment plants. There are currently 836 permitted food service facilities (FSFs) in KUB's service area. Additionally, there are 239 FSFs that are inactive or have closed but still are inspected at least annually to verify if food preparation has resumed at that location.

KUB conducted a total 1,547 FSF inspections in 2014, which resulted in 64 customers upgrading their equipment, as noted in the summary tables in Appendix A. There were 35 grease interceptors and 32 grease traps installed as a result of these upgrades. [Some customers installed multiple interceptors and/or traps.] KUB is currently working with 264 customers to ensure their equipment is properly maintained and/or sized in accordance with our program requirements. These efforts and investments by our customers continue to help prevent grease buildup in our system.

KUB promotes awareness of proper grease disposal methods to our residential customers through our Can the Grease (CTG) program all throughout the year. Information is always available on KUB's website, and it is highlighted on the home page during the winter holiday season. Residential homeowners also receive educational information through customer newsletters and event promotions of the CTG program in the local newspaper.

KUB provided CTG program information to 2,065 customers in areas where grease related issues were identified or an overflow occurred in 2014. KUB inspects sewer mains routinely throughout the year. Televised video that reveals grease buildup in sewer mains helps identify areas where customers need information about the problems associated with grease. In 2014, KUB began proactively mailing CTG materials to residential customers in grease problem areas, even if no overflow had occurred. Customers received a brochure, grease can liner, and a new grease pan scraper to remind them to Can the Grease.

Gravity Line Preventive Maintenance

Another effort that continues to reduce dry-weather SSOs is our Blockage Abatement (BA) Program, a routine cleaning and inspection program to remove grease, roots, and debris from sewer mains.

The BA Program uses increased frequency of cleaning to prevent overflows in areas with previous problems until KUB schedules projects for more permanent repairs. The footage of mains on BA fluctuates each year as KUB completes scheduled repairs or identifies areas where additional cleaning is needed based on information obtained during system assessment activities.

In 2014, BA crews cleaned 938,931 ft (178 miles) and televised 143,958 ft (27 miles) of these gravity sewers.

Continuing Sewer System Assessment Program (CSSAP)

In addition to the BA footage, KUB crews and contractors proactively cleaned and televised 584,005 ft (110 miles) of sewers in 2014. KUB contractors also smoke-tested 646,937 ft (122 miles) of sewers and inspected 4,521 manholes in 2014. KUB used this data and additional information from its other MOM program efforts to assess the condition of the assets for additional maintenance and/or system rehabilitation efforts. This assessment information is collected as part of the Continuing Sewer System Assessment Program (CSSAP) and is used to feed the Infrastructure Rehabilitation Program (IRP) decision-making process. We refer to this as our basin characterization process. As all the data is collected for a sub-basin or mini-basin, engineers evaluate the information and then make recommendations for rehabilitation, replacement, or continued maintenance and inspection based on design criteria and engineering judgment.

Through the collection of multiple sources of data, such as as-built drawings, field inspections, and asset management information, KUB created a database to manage the continual evaluation of each sewer pump station and the connected force mains. This database tracks general information about each pump station and actual operational data, such as flow rate and other information from the Supervisory Control and Data Acquisition (SCADA) system.

KUB uses the database as the primary tool to assess station condition and ensure that the pump stations are a reliable means of transporting wastewater during dry- and wet-weather conditions.

Infrastructure Rehabilitation Program (IRP)

In 2014, KUB spent \$30 million in wastewater projects, including the completion of two pump stations and the rehabilitation or replacement of approximately 35 miles of pipe and 1,153 manholes in the collection system. KUB completed 25 projects and started 13 additional projects that are currently in construction. All but one of these projects are in addition to the previously completed CAP/ER projects and are included in our Century II Program.

Private Lateral Program (PLP)

KUB also inspects customer-owned private laterals, notifies customers of defective laterals or prohibited connections discovered, and enforces repairs or replacements as required by our PLP. KUB tracks information about the PLP in a Lotus Notes information management system (IMS) called the Private Lateral Tracker. Five laterals were repaired or replaced in 2014 under the PLP.

Summary

KUB continues to complete numerous improvement projects and maintain the ongoing MOM programs to further reduce wet-and dry-weather overflows. This progress report shows how KUB will continue to use and refine its MOM programs in the future to better maintain our system, serve our customers, and protect our environment. The following sections provide more specific information on the MOM activities over the course of this past year that have been highlighted in this introduction.

KUB continues to implement, manage, and refine the Other MOM Programs listed in the Consent Decree Appendix A. Where applicable, any of those programs with changes or significant accomplishments are summarized in Section 7.

Section 2: Grease Control Program

KUB's Grease Control Program consists of three primary elements:

- Routine inspection of food service facilities (FSFs)
 - Existing FSFs
 - New/remodeled FSFs
- Grease-related SSO Response
- Residential Grease Control Program

This MOM Progress Report section and the summary tables included in Appendix A provide an overview of the program's activities in 2014. There were only 13 grease related SSOs in 2014 as a result of the continued focus on Grease Control Program (GCP) activities. The summary tables provide more detailed information pertaining to grease-related SSOs, interceptor requirements for FSFs, the number and results of inspections, enforcement actions, and other program activities. All 1,075 FSFs within KUB's wastewater service area are on a scheduled rotation for inspection depending on their potential to discharge grease to the collection system and their compliance record.

Inspections of Food Service Facilities (FSFs)

FSFs are inspected to determine their risk rating which is based on their potential to discharge grease into the collection system. Each facility is rated based on its size, operational practices, maintenance of grease control equipment, record-keeping practices, and overall compliance with the GCP. If a FSF's equipment is undersized or poorly maintained, then the FSF has potentially contributed to grease related SSOs. In these cases, their risk rating will be set as high or unacceptable. If the facility is consistently rated as unacceptable, the FSF will be required to upgrade its grease-control equipment or increase pumping frequency.

KUB continued to focus on conducting as many FSF inspections this past year as possible to reduce grease related problems in its collection system, eliminate grease-related SSOs, and prevent grease from entering the wastewater treatment plants. KUB conducted 1,547 total FSF inspections in 2014. That included 116 initial inspections, 637 routine inspections, 730 follow-up inspections, and 64 installation inspections. Follow-up inspections almost doubled from 381 in 2013 to 730 in 2014, and initial inspections increased significantly from 13 to 116. Follow-up inspections keep facilities focused on maintaining equipment and complying with program requirements. During inspections, we talk directly with employees in the FSF about grease issues and also leave a brochure, an inspection form, or a notice of non-compliance, if applicable. All these efforts help to remind FSFs about the GCP's purpose and requirements. Initial inspections increased due to KUB's focus on finding and educating new owners or operators of FSFs that may not have proactively contacted us. Last year KUB implemented several initiatives to find new FSFs before they open, so they can be informed and permitted by the program. Initial inspections are an opportunity to better educate FSF personnel onsite about KUB's GCP and grease control equipment. More time is spent with the customer making sure they have all the information they need to understand the program requirements and achieve compliance.

The inspections performed in 2014 resulted in 730 Notices of Noncompliance (NONCs). There was also one Notice of Violation and one Notice of Significant Noncompliance issued last year. This same FSF was also published in the newspaper and is now

moving toward compliance. KUB is closely monitoring 291 of the FSFs that are currently an unacceptable risk in our system. In some cases this involves making sure that businesses routinely clean and maintain their current equipment. It also includes requiring some facilities to upgrade the size of their traps or interceptors. In 2014, KUB continued to focus on facilities that had aging grease control equipment. KUB requires FSFs to maintain their equipment in good operating condition. Traps and interceptors can develop cracks and corrosion over time. Some FSFs were allowed to use their existing equipment when the GCP was implemented in our service area in 2003. This resulted in some equipment requiring more frequent maintenance or the potential discharge of grease if the equipment was not the proper size for the FSF's operation. KUB has been working over the last two years to get more FSFs in compliance with current program standards for equipment size. A total of 64 customers, as noted in the summary tables in Appendix A, upgraded their equipment in 2014. There were 35 grease interceptors and 32 grease traps installed as a result of these upgrades. [Some customers installed multiple interceptors and/or traps.] KUB is currently working with 261 customers to ensure their equipment is properly maintained and/or sized in accordance with our program requirements.

Some of these customers have businesses in the downtown areas where zero lot lines and building infrastructure make increasing the size of the grease control equipment a challenge. Odor concerns and the observation of grease in some wastewater mains in the downtown area resulted in a review of 72 FSFs in the downtown area for compliance. KUB has been working with approximately 30 of these businesses to get a corrective action plan in place during 2014 to install appropriately sized equipment to eliminate grease related problems. Approximately one-third of the facilities in the downtown area have either installed an interceptor or have submitted a corrective action plan to install one in the coming year to prevent their discharge from contributing to grease related problems downtown.

Grease Program Permitting Phase

The program requires all active FSFs to be inspected at least annually and to obtain a Grease Control Permit every two years if they prepare food. There are currently 836 permitted FSFs in KUB's service area. Additionally, there are 239 FSFs that are inactive or have closed but still are inspected at least annually to verify if food preparation has resumed at that location.

KUB continues to improve on contacting businesses as soon as we become aware that a facility may be starting food preparation or a new restaurant is being constructed. The information provided through the permitting process helps ensure that equipment sizing requirements can be communicated before remodeling or construction begins.

KUB also requires FSFs to have their grease control equipment inspected and certified to be in good working condition periodically. Trap certifications can identify equipment that cannot retain grease adequately due to insufficient size, improper piping, deterioration, etc. Information communicated to KUB through the permitting process, allows KUB to determine if existing equipment may need to be certified. Certifications are completed by plumbers, waste haulers or KUB personnel who have attended and passed a Grease Control Equipment Certification course instituted by KUB.

Grease-Related SSO Response and Residential Can the Grease (CTG) Program

When a grease-related overflow occurs, KUB initiates an investigation that includes making field inspections and sending information to residential customers.

Based on the location of the SSO, KUB uses the electronic mapping tool, Geographic Information System (GIS), to identify all wastewater customers within the geographic area upstream of the SSO location as potential grease contributors. KUB inspects all the commercial customers upstream from the SSO location to verify their compliance with KUB's Grease Control Program requirements. Educational CTG information on collecting grease instead of disposing of it down the sewer drain is mailed to the residential customers.

In 2014, KUB mailed grease letters to 1,637 customers near 13 grease-related overflows. KUB sent educational brochures and CTG grease can liners to all residential customers. [Note: KUB does not send educational materials to commercial customers, which must have grease traps or interceptors if they are cooking or preparing food. All commercial customers near grease related SSOs are inspected to ensure compliance with the program.]



KUB promotes awareness of proper grease disposal methods to our residential customers through our Can the Grease program throughout the year. Information is available on KUB's website, and it is highlighted on the home page during the winter holiday season. Residential homeowners also receive educational information through customer newsletters and event promotions of the CTG program in the local newspaper. KUB revised its CTG Brochure (Appendix F) in 2014 and added a new pan scraper to bring attention to putting grease in the trash where it belongs rather than the wastewater system.



KUB promotes the CTG program proactively in areas where grease related issues have been identified, even if an overflow did not occur. KUB inspects sewer mains routinely throughout the year as part of the CSSAP and BA programs. Televised video that reveals grease buildup in sewer mains helps identify areas where customers need information about the problems associated with grease. In 2014, KUB began proactively mailing CTG materials

to customers in grease problem areas. Customers received a brochure, grease can liners, and a new grease pan scraper to remind them to Can the Grease. A total of 428 customers received these informational materials last year.

Section 3: Continuing Sewer System Assessment Program (CSSAP)

The CSSAP is a systematic evaluation of the entire wastewater collection and transmission system (WCTS) that also assesses capacity to support prioritization of the Infrastructure Rehabilitation Program (IRP). It consists of five key programs, each of which includes a method for setting priorities to determine where assessments are to be performed, a list of the tools and methods to be used to conduct assessments, and a performance measure to track progress. KUB is on schedule to finish all assessments within one complete cycle period (in 2016).

The following table shows the elements of the CSSAP assessment tools and performance goal periods:

Table 2. CSSAP Elements

Program Elements	Assessment Tools	Completed in 2014	Total Completed*	One Complete Cycle Period
Manhole Condition Assessment	Manhole Inspections Smoke Testing	14 percent	90 percent	12 Years
Gravity Sewer Condition Assessment	Flow Monitoring Smoke Testing Dye Testing CCTV	9 percent	94 percent	12 Years
Private Lateral Condition Assessment	Flow Monitoring Smoke Testing Dye Testing CCTV	10 percent	93 percent	12 Years
Force Main Performance Assessment	Corrosion Defect Identification	100 percent	100 percent**	2 Years
Pump Station Performance Assessment	Pump Station Performance and Adequacy	0 percent	100 percent**	2 Years

*Since CSSAP approval 7-28-05

**Comprehensive Inspections alternate each year between the Force Main Performance Assessment and Pump Station Performance Assessment.

Manhole and Gravity Sewer Condition Assessment

We are dedicated to completing one full cycle of collection system assessment and cleaning in 12 years. At the end of year ten, KUB has completed inspection of approximately 90 percent of manholes and approximately 94 percent of the gravity system infrastructure. KUB's daily clean and CCTV goal is 2,500 ft per day for an assumed 200 working days/year (200 days provides allowance for weather, emergency

response, equipment, training, and other personnel constraints that may limit a working day). This amounts to 500,000 ft per year, or approximately 8.5 percent of the system.

In addition to the 178 miles of BA footage, KUB crews and contractors cleaned and televised 584,005 ft (110 miles) of gravity sewers, smoke-tested 646,937 ft (122 miles) of sewers, and conducted 4,521 manhole inspections, with 1,153 manholes rehabilitated or replaced in 2014 [NOTE: Some of the manholes rehabilitated or replaced in 2014 were inspected in previous years]. Approximately 187,840 ft (35 miles) of wastewater mains in the KUB system were rehabilitated or replaced.

Figure 3 shows the total progress KUB has made through 2014 in implementing CSSAP activities. The green lines identify where CCTV, smoke testing, and manhole inspections have been conducted, while the red lines indicate mains that will be completed by the end of the current cycle. We continue to review data from previous years to ensure thorough cleaning and inspections on all assets in each sub-basin.

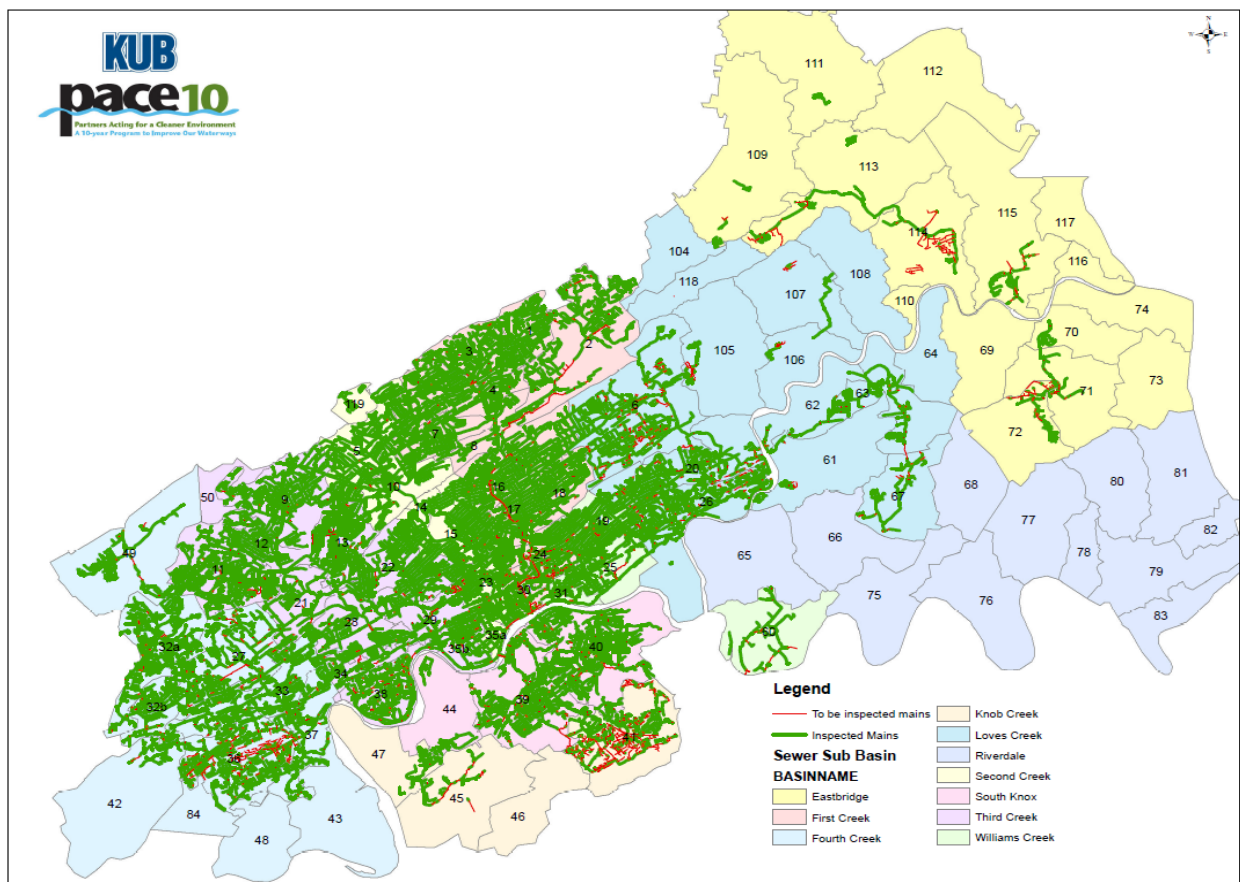


Figure 3. CSSAP Activities

Flow Monitoring and Modeling

Flow monitoring and modeling continue to be important tools to help KUB assess its system and prioritize basins for cleaning and rehabilitation. KUB has 30 permanent flow meters strategically placed in the wastewater system.

KUB plans to continue to use permanent meters and to add temporary meters as needed to collect data for the system model to help determine what areas to investigate and prioritize for future projects. Flow monitoring data supports planning for Gravity Line Preventive Maintenance, Pump Station and Force Main Preventive Maintenance, and Infrastructure Rehabilitation.

As a part of the temporary flow monitoring process, R-values are developed for each flow monitored area, or mini-basin. R-values are defined as the ratio of the volume of rainfall dependent inflow and infiltration (RD I/I) in the collection system to the total rainfall volume of a storm event. KUB uses R-values to assess how much storm water is entering the wastewater collection system. R-value is expressed as a percentage of rainfall from a storm event that enters the wastewater collection system via I/I. The higher the R-value, the higher the percentage of rainfall that may enter the collection system.

KUB has completed and used flow monitoring data in various basins to identify opportunities for I/I reduction through system improvements thus far, including projects completed in 2014. KUB conducted temporary flow monitoring in ten wastewater drainage basins from January 2009 through February 2014 as indicated in Table 4. From this analysis, general improvements were noted in numerous mini-basins. R-values and flow monitoring notations developed from the analysis led to recommendations for a more thorough evaluation of these mini-basin areas.

Table 3. Flow Monitoring Timeline

Wastewater Basin	Date of Study	Temporary Flow meters	Permanent Flow meters	Miles of Line Evaluated
First Creek	Jan-09	42	7	276
Williams Creek	Jan-09	9	2	53
South Knoxville / Knob Creek	Feb-10	34	5	141
Fourth Creek	Feb-11	39	5	239
Second Creek	Feb-12	24	2	123
Loves Creek	Feb-12	22	3	120
Eastbridge	Feb-12	3	1	38
Sinking Creek	Feb-12	5	2	26
Third Creek	Feb-14	46	5	256

Private Lateral Condition Assessment

Private laterals may also be a major source of RD I/I. The Private Lateral Condition Assessment includes using flow monitoring, smoke testing, dye testing, and CCTV to discover sources of I/I. Through 2014, KUB has completed assessing approximately 93 percent of private laterals in the system. As part of the PACE 10 [and now Century II] projects, KUB replaces the lower section of the lateral including the connection at the main and installs a two-way cleanout, as this portion of the lateral has been found to be a common source of I/I.

KUB has the ability to televise customers' upper laterals through the new cleanout and score them using standard Pipeline Assessment and Certification Program (PACP) criteria. When inspections occur, KUB reviews the data and makes recommendations on repairs. The recommendations are reviewed for consistency with PACP standards and enforcement action is taken where appropriate.

For more information on the Private Lateral Program (PLP), see Section 8.

Force Main and Pump Station Performance Assessment

As shown in the CSSAP table at the beginning of this section, KUB is committed to conducting an engineering assessment of all force mains and pump stations on a two-year cycle. In 2014, KUB completed a comprehensive force main assessment. The assessment included inspections of all high-pressure air-relief valves and terminal manholes. The force main assessment evaluates the material and age of the main, the condition of the air-relief valve, the condition of terminal manholes, and problems at pump stations (pumps not pumping at their specified rating or under high pressure due to potential issues with the force main). The 2014 Force Main assessment did not identify any force mains in need of capital projects, but 159 high pressure air relief valves were inspected and 3 were replaced as a result of the findings. The next comprehensive force main assessment is scheduled for 2016.

KUB also monitors Hydrogen Sulfide (H₂S) on a continuous basis and tracks odor problems, which potentially affect the condition of the force main. KUB uses temporary dataloggers (OdaLogs) to monitor H₂S levels in areas with odor complaints or previous corrosion issues. The data helps to identify potential for force main corrosion. KUB follows up with additional inspections on lines shown to have high H₂S levels for extended periods.

KUB's Force Main Condition Assessment Program identifies areas having potential corrosion issues. Staff use the information to schedule appropriate maintenance and/or capital improvement activities. [See *Section 7: Other MOM Programs for more information.*] Because steel, cast iron, and ductile iron pipe are susceptible to corrosion damage in areas where air enters pipes, KUB focuses assessment efforts around air-relief valves and at terminal manholes.

KUB monitored the following pump station (PS) areas in the past year:

Holston Hills Pump Station

Crestwood Pump Station

Manholes and lines downstream of force mains are areas that may experience odor complaints. KUB concentrates H₂S monitoring and control efforts in areas such as these and uses various methods of odor control as appropriate. Following this evaluation, KUB has been able to adjust the loading rates of chemicals at the stations to attempt to address these levels. Also, retention times of the wastewater within the wetwell and force mains are studied to reduce formation of gases. KUB's air relief valves also reduce the build-up of H₂S while improving the operation of the associated station.

Pump Station assessments were last conducted in 2013 and are scheduled again for 2015. All 62 pump stations receive a condition assessment through a detailed inspection every other year on top of their on-going evaluation by maintenance personnel. During these comprehensive inspections, the estimated remaining service life, the structural integrity, mechanical equipment, and electrical reliability at each pump station are reviewed and updated from the inspections performed previously. Information from those inspections helps assess the condition and criticality grading of each facility every other year. Based on the results of the 2013 assessment, KUB prioritized pump stations to determine criticality and a course of action for each station in need of maintenance. Appendix B outlines some of the maintenance activities and schedules from 2014. The prioritized list of stations guides the timeline for project completion.

Based on issues that were identified in the 2013 Pump Station evaluation, the following stations were assigned follow-up capital improvement projects:

- Ball Road Pump Station is currently under construction to have a surge relief valve installed to alleviate pressure surges on the station's check valves
- Cheowa Pump Station was originally scheduled to have a grinder and generator installed and the existing sluice gate replaced in 2014. However, the scope of work was extended to install a new wetwell in 2015, which should address a nearby SSO concern.
- National Drive Pump Station was identified as having significant inflow during heavy storm events. To alleviate the inflow, a "find and fix" project will be under construction for Sub-Basin 60 in 2015.
- Wayland Road Pump Station was identified as having a faulty three way isolation valve. This station had a common header and three new individual isolation valves installed in 2014.
- To provide additional protection for the outdoor control panel racks, aluminum canopies were installed at Cruze Road, Maloneyville Road, Whisper Ridge, Railroad, Casa Bella, and Millertown Pike Pump Stations in 2014.

The wastewater facility preventive/predictive maintenance program has been streamlined to eliminate excess work and consolidate inspection methods into one practical application through the successful implementation of new asset management software. This software not only serves as an asset management system but also provides work management to ensure that all necessary work is performed on time and the findings recorded. KUB System Operations personnel have completed inspections of all pump stations annually since 2008. In 2014, KUB performed 3,582 scheduled facility Condition Assessments and Preventive Maintenance tasks. [See Appendix B for maintenance activities and schedule.] The biennial Condition Assessment and the scheduled Preventive Maintenance Inspections by KUB personnel resulted in numerous station improvements ranging from follow-up work orders for increased maintenance schedules to significant capital improvements.

Section 4: Infrastructure Rehabilitation Program (IRP)

The main objectives of the Infrastructure Rehabilitation Program (IRP) are to address inflow and infiltration (I/I) and other causes of sanitary sewer overflows (SSOs) by maintaining or restoring capacity and structural integrity. It addresses both the gravity portion of the WCTS (gravity lines, manholes, etc.) and the transmission components (pump stations and force mains).

Gravity Lines and Manholes

KUB's IRP rehabilitated or replaced more than 187,840 ft (35 miles) of sewer mains in 2014, which is about 3 percent of the KUB system. The mains were rehabilitated or replaced using a mix of cured-in-place pipe, pipe bursting, and open-cut pipe replacement. Figure 4 outlines projects completed through 2014 as a result of KUB's investigations and condition assessment efforts.

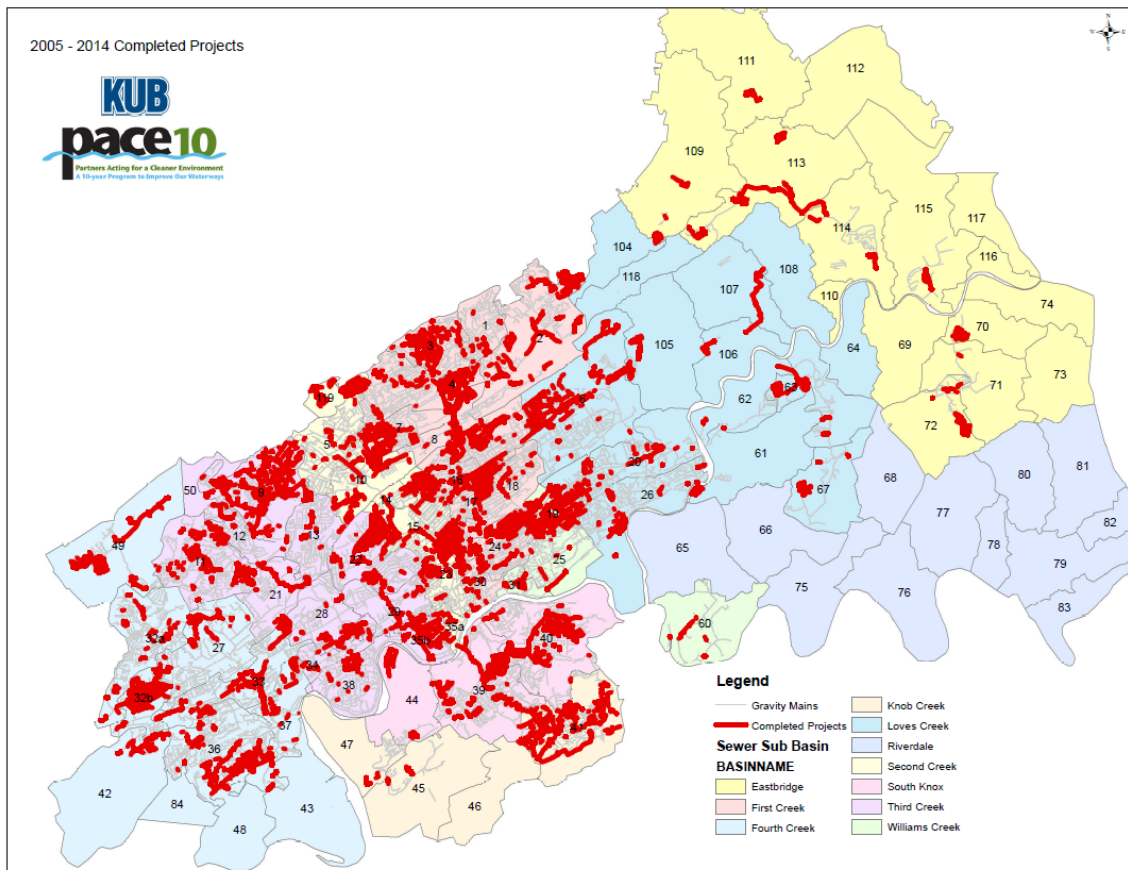


Figure 4. 2005-2014 Completed Capital Improvements

KUB initially focused heavily on flow monitoring and modeling to direct rehabilitation. As the IRP matures, KUB increasingly uses other components of the CSSAP, such as televising lines and inspecting pump stations, to direct improvements. Basin Characterization has become a larger part of the evaluation as a more comprehensive set of data becomes available from CSSAP. KUB is leveraging the collected condition monitoring data in various mini-basins to assist with improvements to Operation and Maintenance Programs as well as Capital Improvement Planning. One such utilization of

this data is the incorporation of observations from CCTV, manhole inspections, and smoke testing in KUB's ArcMap. The graphical representation and improved trending capabilities have been utilized in numerous decisions including increased cleaning frequencies, customer communications, and capital improvements.

Pump Stations and Force Mains

Key performance criteria for pump stations and force mains are hydraulic capacity, structural integrity, and mechanical and electrical reliability. KUB's ultimate goal is to upgrade pump stations as necessary to maintain the design life of equipment and to certify capacity for new connections in accordance with the requirements of the Capacity Assurance Plan (CAP).

KUB completed upgrades or replacements of the Pilleaux and Ruggles Ferry Pump Stations in 2014. Design and/or construction on Pelham, Cheowa, McNutt, Eastwood, Burlington, Mascot, and Three Points Pump Stations are currently in process.

Force mains were also replaced for the Pilleaux and Ruggles Ferry Pump Stations. Other improvements include SCADA upgrades, air relief valve replacements, and improvements at various facilities based on the findings of the previous biennial Condition Assessment and the scheduled Preventive Maintenance inspections by KUB personnel.

KUB continues to monitor all wastewater facilities (pump station and storage facilities) with SCADA capabilities at the System Operations Center located at Middlebrook Pike. This is the primary notification and monitoring location for all pump station, storage facility, and metering facility conditions.

Section 5: Gravity Line Preventive Maintenance Program

The Gravity Line Preventive Maintenance Program (GLPMP) describes KUB's process for preventive cleaning of the wastewater system to improve operation, efficiency, and effectiveness. KUB is committed to inspecting the entire wastewater collection system in 12 years and cleaning lines as needed.

The GLPMP is divided into the Comprehensive Hydraulic Cleaning Program (CHCP) and Blockage Abatement (BA). Root Control and Manhole Preventive Maintenance are components of both the BA and the CHCP. KUB determines chemical and mechanical root abatement frequency by the condition assessment program.

The Comprehensive Hydraulic Cleaning Program (CHCP)

The CHCP is a systematic, planned cleaning of the system to reduce debris and grease buildup and root intrusion. It is based on preventing and reducing the initial occurrence of system disruptions and maintaining the original hydraulic capacity of the collection system. It also provides support to the CSSAP by removing any obstruction in the system that would prevent a comprehensive inspection.

As mentioned previously, KUB and contractors cleaned and televised 584,005 ft (110 miles) of KUB sewers in 2014.

The Blockage Abatement (BA) Program

The BA Program is a preventive maintenance approach for addressing operational issues. It uses previous event history and condition assessment information to implement activities that prevent or reduce system disruptions. Activities may include, but are not limited to, hydraulic flushing, mechanical and chemical root control, rodding, and televised inspections.

KUB had 676,621 ft (128 miles), or 10 percent of its sewer mains, in the BA program in 2014. BA contract crews cleaned 938,931 ft (178 miles) based on BA schedules and televised 143,958 ft (27 miles) of these sewers in 2014.

KUB adds a line segment to the BA Program based on inspection data or when a blockage or other failure occurs. For example, line segments are added to the BA Program after overflows caused by grease, as indicated in the 2014 Grease Related Overflows table of Appendix A. Each line segment included in the BA Program is assigned a cleaning frequency according to its condition and the probability or risk of failure. The frequency of the maintenance activity ranges from one month to 84 months.

During calendar year 2014, KUB continued to perform root control using mechanical root cutting and cleaning under the BA Program.

Section 6: Sewer Overflow Response Plan (SORP)

As reported in the most recent SORP [revised and re-submitted to the EPA June 27, 2005, and approved July 28, 2005], KUB continues to place a high priority on maintaining and executing a SORP to help protect our community and our environment. The SORP is a part of KUB's Emergency Response Plan (ERP), which was approved by EPA on December 12, 2005. The ERP helps define the level of response that we take for everything from a single, isolated event to system-wide overflows.

KUB reviews the SORP annually. This progress report includes an update on implementation of recent revisions, training, and other areas of interest.

KUB makes all reasonable efforts [without endangering the safety of the responder or the public] to respond to an SSO within 45 minutes. In 2014, we had 66 SSO events in which KUB's Underground Construction (UGC) department responded, and our average response time was 22.6 minutes. We continue to work to ensure a timely response that meets our stated goal, using technology such as remote overflow sensors that alert our system operators to an overflow condition, prompting immediate dispatch of an Underground Response Technician (URT).

We also use mobile mapping technology, which helps our responder quickly identify the geographic location of the overflow and plan the best route. Other factors that influence response time include safety considerations, location of the problem, severity of events, and workloads at the time of the call. We will continue to assess each of those factors to determine if changes need to be made to improve response time.

Safety of responders and of the public is a primary concern for KUB. During 2014, KUB UGC crews responded to 573 wastewater trouble calls [all calls, not just SSOs] with no recordable safety incidents that were directly related to the sewer trouble calls.

KUB relies on several measures to help maintain an appropriate quality of SSO response:

- Members of the CSI team, who are knowledgeable in SORP requirements, perform periodic quality assurance audits to evaluate how effectively the crew implemented the SORP. They look at a variety of factors, including containment measures, control zone and signs, and cleaning, and they check that crews followed the disinfection procedure. CSI works closely with crews and supervisors to maintain appropriate standards.
- UGC supervisors monitor crews' work on a day-to-day basis. They also use tailgate meetings in the field, coaching opportunities, and regular meetings to emphasize safety and maintaining proper standards. Compliance with established procedures is part of KUB's performance evaluation measures so that feedback can be provided to employees in case improvement is needed.
- Feedback from customers, concerned citizens, neighborhood associations, City personnel, and other organizations helps identify any instances when the quality of response falters. Such feedback is directed to CSI, who works with various departments to correct any concerns.

SORP Training: In addition to working closely with all departments involved in the SORP on a day-to-day, event-by-event basis, CSI updates appropriate personnel as needed on revisions. In addition, KUB uses a computerized SORP training tool that allows employees to train at their own pace on a computer. The computerized training is

available on demand for new employees or others who need refresher training. Targeted employees receive notification when training is required. Training is also given in a classroom setting with hands-on field training components when more appropriate.

Manhole Surcharge Sensors: As previously reported, KUB added a tool in 2005 to help alert responders when wet-weather overflows are imminent (manhole surcharge level sensors). When the level in manholes with a sensor reaches a set point, the sensor sends a page over a cellular system. The page notifies the KUB Operations Center, which dispatches an URT and sends an e-mail alert to CSI. The sensor also sends a second page when the manhole level is back below the set point. KUB continues to use the sensors [currently 17], as needed, to automate coverage of the monitored locations formerly on the list for wet-weather surveys, freeing up crews for other duties.

The process for selecting the location for the high-water alarms or manhole surcharge sensors is based on several factors, including the location of previous wet-weather SSOs and findings from the previous flow monitoring efforts.

KUB website (www.kub.org): The SSO log includes a volume category added in 2005 and a link to a permanent archive of SSOs by month. To access the SSO log, go to www.kub.org. Under either the Residential Customers or Business Customers tab, go to the menu on the left side of the screen and click on Service Information – Wastewater Programs – Sewer Overflows – Sanitary Sewer Overflows Log.

Section 7: Other MOM Programs

KUB continues to implement and manage the Other MOM Programs in substantially the same manner as previously reported. The following is a brief update on some areas of particular interest or those where there have been changes:

- Pump Station Preventive Maintenance Program
KUB's Pump Station Preventive Maintenance Program includes both routinely scheduled maintenance and work orders field crews create. A crew at a pump station for a scheduled pump inspection, for example, may also decide to inspect another piece of equipment or perform a routine facility inspection.

In 2014, Station Management Services – Pipes (SMSP) crews conducted 3,582 scheduled facility Condition Assessments (CA) and Preventive Maintenance (PM) tasks. With the implementation of KUB's new asset management software, tracking of CA and PM tasks now provides a better representation of the work actually performed; and therefore the analysis of the findings has led to adjustments in the frequencies of CA and PM tasks, thus explaining the 183% increase of these tasks performed from 2013 to 2014. For example, the frequency for the chemical assessment PM on wastewater lift stations was changed from once weekly to twice weekly. Prior to 2014, this task was already occurring twice weekly but was under one work order instead of two. By adjusting the frequency to two work orders, time and labor are tracked better. KUB also uses the rate of trouble occurrences to adjust inspection frequencies. If a pump at one station generates a number of trouble calls, crews may inspect it more frequently.

For more detail on the numbers and types of inspections see Appendix B. The appendix also includes sample checklists for some of the inspection categories.

- Force Main Preventive Maintenance Program
Force mains are a critical part of the sewer infrastructure and operations. Force main and air/vacuum valve maintenance and operation have a direct impact on the hydraulic performance of wastewater pump stations. The vertical alignment of force main slopes, the location of air/vacuum valves, and the age of wastewater transmitted by the force main may also result in odor sources, corrosion problems, and even pipe failure.

Like pump stations, the force mains are evaluated based on both criticality (consequence of failure) and condition (probability of failure). Since it can be cost prohibitive to inspect the pipe of each force main in KUB's system, surrogate condition factors were used with the available existing information to estimate the condition of each asset. The force mains are analyzed and categorized in terms of field measurements and existing data collection in terms of: Quantity of Flow Conveyed, Transportation Impacts, Urban Impacts, Environmental Impacts, Public Health Impacts, Age, Material, Air Relief Valve Information, Discharge Manhole Condition, and SSOs. Combining those factors accordingly, the existing force mains can be viewed in terms of the consequences and probability of their failure, which helps dictate the necessity of replacement and/or rehabilitation.

In 2014, the force mains for the Pilleaux and Ruggles Ferry Pump Stations were replaced. In 2015, force mains for Eastwood and Burlington Pump Stations are scheduled to be replaced.

- Public Information/Public Input Plan

KUB continues to concentrate on educating customers about the wastewater system, sewer overflows, impacts on area waterways, private lateral maintenance, and how they can help protect their plumbing and our environment. We use a variety of communication methods including our website, customer bill messages or inserts, customer newsletters, brochures, presentations, and articles or ads in local papers.

KUB's Customer Information Guide includes information about wastewater safety, private laterals, prohibited connections, and proper grease disposal. In 2014, KUB mailed approximately 18,950 guides to customers who were either new to KUB or who moved to a new address. We also include similar information in our *Connection* newsletter, which mails in all customer bills (approximately 208,000 bills per month) six times a year.

As mentioned before, KUB is closing out the PACE 10 program and transitioning the management of wastewater system projects, including the remaining plant projects required by the CD, to the Century II program. Century II is the infrastructure management program KUB implemented in 2007 [using PACE 10 as a guide], which already manages KUB's electric, natural gas, and water systems. The PACE 10 Partners Council held its last meeting in November 2014. The KUB Board of Commissioners issued Resolution 1319 in November to recognize the council for 10 years of service to KUB and the community.

We continue to mail letters to customers in advance of wastewater projects with information about the need for the project, smoke testing information, and more. In 2014, we sent approximately 17,632 wastewater construction project letters.

The KUB website home page changes periodically to include seasonal topics, new functionality, and special promotions. To ensure that customers can easily find topics that have been on the home page, we also developed a Hot Topics Index that includes things that have been on the front page. Wastewater-related topics in the index include Biosolids, Can the Grease, Grease Control for Food Service Facilities, Century II, the Private Lateral Program, Smoke Testing, Sewer Overflows, and Toilets Are Not Trash Cans!.

Section 8: Private Lateral Program

KUB operates a Private Lateral Program (PLP), as required by the Consent Decree and KUB's Wastewater Rules and Regulations. The PLP helps protect our environment by ensuring that property owners repair their laterals and/or remove prohibited connections. [Prohibited connections include roof downspouts and other sources of storm water.] Defective laterals or prohibited connections can overload KUB's sewer system with rainwater and contribute to sewer overflows. Leaking laterals can also add to pollution in area waterways.

KUB takes these steps as part of the PLP:

- Inspect customers' private laterals and identify defects or prohibited connections
- Inform property owners of any defects, the process to follow to make repairs, and potential availability of financial aid
- Ensure owners make lateral repairs and remove prohibited storm water connections
- Enforce the PLP by terminating the water service of customers who do not make repairs within the 120-day timeframe

KUB replaces the lower section of the sewer lateral and installs a two-way cleanout near the property line as part of wastewater system improvement projects. Analysis of flow monitoring data showed that I/I was reduced considerably by replacing this section of pipe, including the connection at the sewer main. Flow monitoring data could not conclusively measure the benefits of I/I reduction achieved by upper lateral repairs. Instead of using CCTV to inspect every lateral connection, KUB only uses routine CCTV inspections in areas that continue to experience high I/I problems after the completion of these projects.

KUB established the problem on property (POP) process in late 2007 to handle private wastewater problem calls. This process assists customers with identifying sources and locations of sewer problems via CCTV inspections, either by push cameras through cleanouts or launch cameras entering laterals from sewer mains. In 2014, KUB inspected 13 private sewer laterals. Properties are placed in the PLP if defects are discovered in the private lateral during these inspections. Quick response to POP situations, which typically includes wastewater on the ground, helps the environment by preventing wastewater from reaching ground water or being carried by storm water to area waterways, which adds to stream pollution.

KUB continues to enforce on private sewer laterals through the PLP where defects are discovered in upper laterals. The statistics below include enforcement actions undertaken in the program from January 1, 2014, to December 31, 2014.

Total Private Laterals	2
Repair	0
Replace	2
Total with Tenants	0

Both laterals under enforcement in 2014 completed their required repairs or replacement prior to December 31. Additionally, there were 3 properties that received reinstatements of water service after lateral work was completed. In these cases, the water service was

terminated in previous years due to noncompliance with the PLP. The required repairs were completed in 2014; and therefore, water service was eligible to be reinstated.

Total Repairs Completed	5
2014 Enforcements	2
Reinstatements	3
Terminations	0

In addition to the POP process and ongoing Century II work addressing laterals, KUB continues to require homeowners to disconnect illicit connections, such as roof downspouts, area or foundation drains, and sump pumps, in an effort to reduce excess rainwater from entering the sanitary sewer system and thus causing SSOs.

KUB also uses the website and professional group presentations to educate property owners about the importance of properly maintaining sewer laterals and removing prohibited connections.

Appendices

Appendix A

Grease Control Program Summary Tables

Facility Name	Address	Permitted User	Risk Rating	Trap Size (lbs.)	Interceptor Size (gallons)	Total Inspections	Initial Insepections	Routine Inspections	Follow-up Inspections	Installation Inspection	Inspection Letters	NONCs	NOVs	GCE Under Review	GCE Potential Concern	Comments	GCE Installed during 2014
501 Arthur Street Market & Deli	501 Arthur Street	NO	Low	50	none	1		1			1					FSF is closed.	
8-Ball Billiards	2630 N. Broadway	NO	Low	40	none	1		1			1					FSF is closed.	
ABC Kiddies Academy	3100 Linden Avenue	NO	Low	none	none	1		1			1					No food production at facility.	
Abundant Life Kitchen	3336 Sevier Avenue	NO	Low	40	none	1		1			1					FSF is closed.	
Aegean Mediterranean Restaurant	4861 Kingston Pike	NO	Low	none	1000	1		1			1					FSF is closed.	
Agave Azul Mexican Grill	4405 Kingston Pike		Medium	none	1500	1			1		1	1					
Aladdins Grill	1723 B Cumberland Avenue		Unacceptable	8	none	3	1		2		3	2		Y	Maintenance issues Insufficient GCE No flow restrictor		
All About Me Academy	2525 Merchants Drive		High	30	none	1		1			1						
All Occasion Catering	922 N. Central Street		High	none	1500	1		1			1						
Al's Market & Deli	2900 Sevier Avenue		Medium	50	none	2			2		2	2					
Al's Market & Deli	1006 University Avenue	NO	Low	20	none	1		1			1					No food production at facility.	
Amherst Elementary School	5101 Schaad Road		Medium	none	2000	1	1				1						
Andy's Market	2400 Magnolia Avenue	NO	Low	none	none	1		1			1					FSF is closed.	
Apostolic Kiddie Academy	5020 Pleasant Ridge Road		Unacceptable	none	1000	1			1		1	1		Y	One manhole		
Applebee's Restaurant	2912 Knoxville Center Drive		Unacceptable	none	1000	1			1		1	1		Y	Maintenance issues One manhole		
Applebee's Restaurant	5316 Central Avenue Pike		Unacceptable	none	1000	2			2		2	2			One manhole		
Applebee's Restaurant	6928 Kingston Pike	NO	Low	none	1000	2		2			2					FSF is closed.	
Arby's Roast Beef	2750 Schaad Road		Medium	none	1000	1		1			1						
Arby's Roast Beef	4849 N. Broadway		Unacceptable	30	none	1			1		1	1		Y	Insufficient GCE		
Arby's Roast Beef	5228 Clinton Highway		Unacceptable	30	none	2		1	1		2	1		Y	Maintenance issues Insufficient GCE		
Arby's Roast Beef	6903 Kingston Pike		Unacceptable	30	none	1			1		1	1		Y	Maintenance issues Insufficient GCE		
Arby's Roast Beef	7122 Strawberry Plains Pike		Unacceptable	40	none	1		1			1			Y	Insufficient GCE		
Arby's Roast Beef	2657 Magnolia Avenue		Unacceptable	30	none	2			2		2	2		Y	Maintenance issues Insufficient GCE		
Arby's Roast Beef	430 S. Gay Street	NO	Low	40	none	1		1			1					FSF is closed.	
Arby's Roast Beef	2819 Chapman Highway		Unacceptable	40	none	1		1			1			Y	Insufficient GCE		
Archer's BBQ	5415 Kingston Pike		High	40	none	1		1			1						
Archer's BBQ	7702 S. Northshore Drive	NO	Low	40	none	1		1			1					FSF is closed.	
Archer's BBQ Commissary	311 S. Weisgarber Street		High	none	2000	3			3		3	3					
Armada Bar	116 S. Central Street	NO	Medium	none	none	1		1			1			Y		Evaluating if permit is needed.	
Arnstein Jewish Community Center	6800 Deane Hill Drive		Unacceptable	70	none	1		1			1			Y	Maintenance issues		
Asia Café West	8111 Gleason Drive		Medium	none	1000	2			2		2	2					
Asian Chao	7600 Kingston Pike		Unacceptable	100	none	3			3		3	3		Y	Maintenance issues No flow restrictor		
Asian Flavor	5541 Clinton Highway		Medium	none	2000	2	1		1		2	1					
Asian Hibachi	7741 S. Northshore Drive		High	none	1500	2	1		1		2	1			Maintenance issues		
Atria Weston Place	2900 Lake Brook Boulevard		Unacceptable	none	1000	1			1		1	1		Y	One manhole		
Aubrey's Restaurant	6005 Brookvale Lane		Medium	none	2500	2		1	1		2	1					
Aubrey's Restaurant	805 Huckleberry Springs Road		Medium	none	none	1		1			1						
Aunt Helmas Country Store	8606 Asheville Highway	NO	Low	none	1000	1		1			1					FSF is closed.	
Auntie Anne's	7600 Kingston Pike #1162		Unacceptable	20	none	1			1		1	1		Y	Insufficient GCE No flow restrictor		
Auntie Anne's	3001 Knoxville Center Drive		High	20	none	1			1		1	1					
Austin-East High School	2800 Martin Luther King Boulevard		Medium	none	1000	1		1			1						
Austin's Steak & Homestyle Buffet	900 Merchants Drive		Medium	none	2000	5	1	1	3		5	3					
Azteca Market	5223 Clinton Highway		Unacceptable	20	none	2			2		2	2		Y	Maintenance issues Insufficient GCE No flow restrictor		
B & D Rib Shack	5200 Rutledge Pike	NO	Low	50	none	1		1			1					FSF is closed.	
Backyard Burgers	5310 Kingston Pike	NO	Low	none	1000	1		1			1					FSF is closed.	
Baptist Hospital	137 Blount Avenue	NO	Low	none	1000	1		1			1					FSF is closed.	
Barberito's	215 Brookview Centre Way		Medium	none	1500	1			1		1	1					
Barley's Taproom & Pizzeria	200 E. Jackson Avenue		Medium	none	1000	3			3		3	3					
Barnes & Noble Cafe	8029 Kingston Pike		High	none	1000	1		1			1						
Baskin Robbins/Blimpie's	4403 Chapman Highway	NO	Low	30	none	1		1			1					FSF is closed.	

Facility Name	Address	Permitted User	Risk Rating	Trap Size (lbs.)	Interceptor Size (gallons)	Total Inspections	Initial Insepections	Routine Inspections	Follow-up Inspections	Installation Inspection	Inspection Letters	NONCs	NOVs	GCE Under Review	GCE Potential Concern	Comments	GCE Installed during 2014
Bearden Beer Garden	4524 Old Kingston Pike	NO	Low	none	none	1		1			1					No food production at facility.	
Bearden Elementary School	5717 Kingston Pike		Medium	none	1000	1		1			1						
Bearden High School	8352 Kingston Pike		Medium	none	4000	1			1		1	1					
Bearden Hill Fieldhouse	6600 Kingston Pike		Medium	none	1500	1		1			1						
Bearden Middle School	1000 Francis Road		Unacceptable	40	none	1		1			1			Y	DW to GT or direct to sewer No flow restrictor		
Bearden United Methodist DCC	4407 Sutherland Avenue		Low	none	none	1		1			1			Y			
Beaumont Elementary School	1211 Beaumont Avenue		Medium	none	1000	1		1			1						
Bellacino's Pizza and Grinders	4841 Kingston Pike	NO	Low	50	none	1		1			1					FSF is closed.	
Belle Morris Elementary School	2308 Washington Pike		Medium	none	1000	1			1		1	1					
Best Western Inn	5317 Pratt Road		Medium	40	none	2		1	1		2	1					
Best Western Plus	7260 Sadderack Street	NO	Low	none	none	1		1			1			Y		Evaluating if GCE is needed.	
Bida Saigon	8078 Kingston Pike Suite 165		Medium	50	none	1		1			1						
Big Bites Pizza & Deli	6404 Asheville Highway	NO	Low	50	none	1		1			1					FSF is closed.	
Big Fatty's Catering Kitchen	5005 Kingston Pike		Medium	none	1000	1		1			1						
Big Tiny's Grill	6520 Chapman Highway Suite C	NO	Low	120	none	1		1			1					FSF is closed.	
Bistro at The Bijou	807 S. Gay Street		Unacceptable	140	none	4		1	3		4	3		Y	Maintenance issues DW to GT or direct to sewer No flow restrictor		
Bistro By the Tracks	215 Brookview Center Way Suite 109		Medium	none	2000	1			1		1	1					
Blackhorse Pub & Brewery	4429 Kingston Pike		High	none	1500	2	1		1		2	1					
Bliss Entertainment	116 S. Central Street	NO	Low	30	none	1		1			1					FSF is closed.	
Blue Chips Sports Pub & Grill	7815 Montvue Center Way		Unacceptable	10	none	1			1		1	1		Y	DW to GT or direct to sewer Insufficient GCE		
Blue Coast Grill & Bar	37 Market Square		High	none	300	1			1		1	1		Y	Insufficient GCE		
Blue Mason, The	2920 Sutherland Avenue		Medium	40	none	1	1				1						
Bojangles	5916 Middlebrook Pike		High	none	1500	1		1			1						
Bojangles	3801 Western Avenue		Medium	none	2000	1				1							2,000 gal. GI
Bonefish Grill	6610 Kingston Pike		High	none	1500	2		1	1		2	1					
Bottoms Up Lounge	3229 Magnolia Avenue	NO	Low	none	none	3	1	2			3					FSF is closed.	
Boyd's Jig and Reel	101 S. Central Street		Unacceptable	150	none	3			3		3	3		Y	Maintenance issues DW to GT or direct to sewer Insufficient GCE No flow restrictor		
Boys & Girls Club of the Tennessee Valley	407 Caswell Avenue		High	none	2000	1		1			1						
Bradley's Chocolate Factory	1060 World's Fair Park Drive		Medium	40	none	3	1		2		3	2					
Brakebill Nursing Home	5837 Lyons View Pike	NO	Medium	none	3000	1		1			1					FSF changed ownership.	
Bravo's	106 Major Reynolds Place		High	none	1500	1			1		1	1					
Brazeiros	6901 Kingston Pike		High	200	none	2			2		2	2					
Breadbox	5014 Washington Pike		High	none	1000	1		1			1						
Bridge View Grill	900 Neyland Drive	NO	Low	none	2000	1		1			1					FSF is closed.	
Brixx Pizza	7403 Kingston Pike		Medium	none	2000	3		3			3						
Broadway Baptist Church	815 N. Broadway		Low	none	1500	1		1			1						
Broker, The	3434 Martin Luther King, Jr. Boulevard	NO	Low	none	1000	1		1			1					FSF is closed.	
Brothers Johnson & Sister BBQ	1518 University Avenue	NO	Medium	none	none	1	1				1					FSF is closed.	
Brown Bag	800 S. Gay Street		High	250	none	2	1			1	1				Maintenance issues		250 lb. GT
Bruno's Pizzeria & Grill	6907 Kingston Pike		High	200	none	2			1	1	1	1					200 lb. GT
Bruster's Ice Cream	7670 S. Northshore Drive		Low	none	1500	1					1						
Bucket Head Tavern	8039 Ray Mears Boulevard		Medium	none	1000	1		1			1						
Buddy's Bar B Q	5806 Kingston Pike		Unacceptable	none	1500	1			1		1	1			One manhole		
Buddy's Bar B Q	5806 Kingston Pike		Unacceptable	none	1000	1			1		1	1		Y	Maintenance issues One manhole		
Buddy's Bar BQ	4500 N. Broadway Avenue		Unacceptable	none	1000	1			1		1	1			One manhole		
Buddy's Bar BQ	4401 Chapman Highway		Medium	none	1500	1		1			1						
Buddy's Bar BQ	8402 Kingston Pike		Medium	none	1500	1		1			1						
Buddy's Bar BQ	3700 Magnolia Avenue		Medium	none	1500	1			1		1	1					
Buffalo Wild Wings	1912 Cumberland Avenue	NO	Low	none	1500	1		1			1					FSF is closed.	
Burger Fi	1710 Cumberland Avenue		Medium	none	1000	2	1			1	1						1,000 gal. GI
Burger King	5310 N. Middlebrook Pike		Unacceptable	none	1000	1			1		1	1			One manhole		
Burger King	7206 Region Lane		Medium	none	1500	1		1			1						

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Burger King	127 Northshore Drive		Medium	none	1500	2		1	1		2	1					
Burger King	2800 Chapman Highway	NO	Low	none	1000	1		1			1					FSF is closed.	
Burger King	5316 Millertown Pike		Unacceptable	none	1000	2			2		2	2			One manhole		
Burger King	8412 Kingston Pike		Medium	none	2500	1		1			1						
Burger King	2806 N. Broadway		Unacceptable	none	2000	2			1	1	1	1			One manhole		2,000 gal. GI
Burger King	319 Merchants Road		Unacceptable	none	1000	1			1		1	1		Y	Maintenance issues One manhole		
Burger Stop, The	3001 Knoxville Center Boulevard		Medium	40	none	3	1		1	1	2	1					40 lb. GT
Burlington Fish Market	108 Fern Street		Low	40	none	1		1			1						
Burrito Diablo	1543 White Avenue	NO	Low	40	none	1		1			1					FSF is closed.	
Bush Brothers & Co.	1016 E. Weisgarber Road		Unacceptable	100	1500	1		1			1			Y	DW to GT or direct to sewer		
Buttermilk Sky Pie Shop	5400 Kingston Pike		Medium	50	none	2	1		1		2	1					
C & C Café	400 Main Street	NO	Low	20	none	1		1			1					FSF is closed.	
Cafe 4	4 Market Square		Medium	none	1300	1			1		1	1					
Café du Soleil	416 W. Clinch Avenue		High	none	1000	2	1	1			2						
Cairo Café / Mirage	718 S. Gay Street		Low	108	none	3			3		3	3		Y		FSF is closed.	
Cajun Café & Grill	7600 Kingston Pike, Suite 1348	NO	Low	40	none	1			1		1	1				FSF is closed.	
Calhoun's	400 Neyland Drive		Medium	none	2000	3			2	1	2	2					2,000 gal. GI
Calhoun's On Bearden Hill	6515 Kingston Pike		Unacceptable	none	1000	2		1	1		2	1		Y	Maintenance issues Deteriorating		
Campus Deli, The	1501 White Avenue	NO	Low	30	none	2		2			2					FSF is closed.	
Canaan Baptist Church	1117 Beaman Lake Road		Unacceptable	none	1000	1		1			1			Y	Maintenance issues One manhole		
Cancun Mexican Restaurant	4409 Chapman Highway		Unacceptable	150	none	4			4		4	4		Y	Maintenance issues DW to GT or direct to sewer Insufficient GCE No flow restrictor		
Cancun Mexican Restaurant & Cantina	4829 N. Broadway		Medium	none	1500	3		2	1		3	1					
Cappuccino's/Copper Cellar Restaurant	7316 Kingston Pike		Medium	none	1500	2		1	1		2	1					
Captain D's	812 Merchants Drive		Unacceptable	none	1000	1			1		1	1			One manhole		
Captain D's	4320 Chapman Highway		Unacceptable	none	1000	3			3		3	3		Y	Maintenance issues One manhole		
Captain D's	3121 N. Broadway Avenue	NO	Low	none	1000	1		1			1					FSF is closed.	
Cardins Drive-In	8529 Asheville Highway		Medium	40	none	1		1			1						
Carleo's Lounge	117 S. Central Avenue	NO	Low	40	none	1		1			1					No food production at facility.	
Carmike Cinemas 10	5020 Millertown Pike		Medium	50	none	1		1			1						
Carousel II	1501 White Avenue	NO	Low	none	none	1		1			1					FSF is closed.	
Carter Elementary School	8455 Strawberry Plains Pike		Medium	none	3000	1			1		1	1					
Carter High School	210 Carter School Road		Medium	none	2000	1			1		1	1					
Carter Middle School	204 Carter School Road		Medium	none	1500	1			1		1	1					
Casa Don Gallo	7741 S. Northshore Drive Suite 108		High	none	2500	1		1			1						
Casual Pint	4842 Harvest Mill Way	NO	Low	none	none	1	1				1					No food production at facility.	
Catholic Charities of East TN.	3009 Lake Brook Boulevard		Medium	none	1000	1		1			1						
Central Baptist Church of Fountain City and Early Child Ctr.	5364 N. Broadway		Medium	none	3000	2			1	1	1	1					1,500 gal. GI
Central Flats and Taps	1204 N. Central Avenue		Medium	50	none	1		1			1	1					
Central High School	5321 Jacksboro Pike		Medium	none	4000	1			1		1	1					
Central Park	4417 Western Avenue		Unacceptable	none	1000	2			2		2	2			One manhole		
Central United Methodist Church	201 E. 3rd Avenue		Medium	none	1000	2		1	1		2	1					
Central, The	923 N. Central Street		Medium	none	none	1				1				Y			100 lb. GT
Chaiyo's Thai & Sushi	601 James Agee Street		Unacceptable	70	none	1			1		1	1		Y	DW to GT or direct to sewer		
Chalmers Grill	513 N. Seventeenth Street	NO	Low	none	none	1		1			1					FSF is closed.	
Chandler's Deli	3101 E. Magnolia Avenue		Medium	40	none	2			2		2	2					
Chapman Learning Center	5101 Chapman Highway		Unacceptable	30	none	2			2		2	2		Y	Maintenance issues Insufficient GCE No flow restrictor		
Charley's Grilled Subs	7600 Kingston Pike		Medium	40	none	1		1			1						
Charley's Grilled Subs	7600 Kingston Pike	NO	Low	40	none	1		1			1					FSF is closed.	
Cheddars	5615 Clinton Highway		Medium	none	3000	3		1	2		3	2					
Cheddars	8390 Kingston Pike		Medium	none	4500	2			2		2	2					

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Cheesecake Factory, The	201 Morrell Road		High	none	2000	4		2	2		4	2					
Chef Ben Hibachi & Chinese	5210 N. Broadway Street		Unacceptable	200	none	1			1		1	1		Y	DW to GT or direct to sewer No flow restrictor		
Chepa's Mexican Restaurant	4550 Chapman Highway	NO	Low	40	none	1		1			1					FSF is closed.	
Cherokee Country Club	5138 Lyons View Pike		Medium	none	1000	1		1			1						
Cherokee Health Systems	2018 Western Avenue	NO	Low	none	1500	1		1			1					No food production at facility.	
Chesapeake's	500 Henley Street		Medium	none	1000	1		1			1						
Chez Guevara	8025A Kingston Pike		Medium	none	1500	1		1			1						
Chick-fil-A	7063 Kingston Pike		Medium	none	1500	1			1		1	1					
Chick-fil-A	7600 Kingston Pike		Unacceptable	70	none	1		1			1			Y	Maintenance issues No flow restrictor		
Chick-fil-A	3001 Knoxville Center Drive		Medium	74	none	2			2		2	2					
Chick-fil-A	4944 Kingston Pike		Medium	none	2000	1		1			1						
Chick-fil-A	800 South Gay Street P365	NO	Low	50	none	1		1			1					FSF is closed.	
Children's Center of Knoxville	301 Frank Street		Unacceptable	30	none	1			1		1	1		Y	Maintenance issues DW to GT or direct to sewer Deteriorating		
Chilhowee Elementary School	5005 Asheville Highway		Medium	none	1000	1		1			1						
Chili's	6635 Clinton Highway		Medium	none	1500	1		1			1						
Chili's Restaurant	7304 Kingston Pike		High	200	none	2		2			2						
China Garden	5156 Clinton Highway	NO	Low	none	1000	1		1			1					FSF is closed.	
Chipotle Mexican Grill	7600 Kingston Pike		Medium	200	none	2	1			1	1						200 lb. GT
Chipotle Mexican Restaurant	1701 Cumberland Avenue		Unacceptable	150	none	1		1			1			Y	Maintenance issues No flow restrictor		
Chop House	4870 Harvest Mill Way		Medium	none	1500	1		1			1						
Christenberry Elementary School	927 Oglewood Avenue		Unacceptable	none	1000	1			1		1	1			One manhole		
Chuck E Cheese	8225 Kingston Pike		Medium	none	1500	1		1			1						
Church Street UMC	900 Henley Street		Unacceptable	150	none	3			3		3	3		Y	DW to GT or direct to sewer No flow restrictor		
Ci Ci's Pizza	8414 Kingston Pike		Medium	none	1000	2		1	1		2	1					
Ci Ci's Pizza	2885 Tazewell Pike		Medium	none	1000	1		1			1						
Cinnabon	7600 Kingston Pike		High	40	none	1		1			1						
Cities Cupcake Boutique	5201 Kingston Pike Suite 3	NO	Medium	60	none	1		1			1					FSF is closed.	
City View Baptist Church	2311 Fine Avenue		Low	none	1000	1		1			1						
City/County Building Jail Kitchen	400 Main Street		Medium	none	3000	1		1			1						
Clancy's Tavern & Whiskey House	602 S. Gay Street		Medium	200	none	3	1		1	1	2	1					200 lb. GT
Clarion Inn	5634 Merchant Center Boulevard		Unacceptable	50	none	2			2		2	2		Y	No flow restrictor		
Clinton Chapel AME Zion Church	546 College Street	NO	Low	none	none	1		1			1					No food production at facility.	
Club Exile	4928 Homberg Place	NO	Low	50	none	1		1			1					FSF is closed.	
Club Leconte	800 S. Gay Street Suite 2700		Medium	200	none	3			3		3	3					
Club Rio Knox	3810 Chapman Highway	NO	Medium	50	none	1	1				1					No food production at facility.	
Coffee & Chocolate	327 Union Avenue		Medium	8	none	3		1	2		3	2					
Coffee Cup Café	4700 Holston Drive	NO	Low	40	none	1		1			1					FSF is closed.	
Cold Stone Creamery	6630 Kingston Pike	NO	Low	40	none	2		2			2					FSF is closed.	
College Hill Seventh Day Adventist Church	1837 Brandau Street	NO	Low	none	none	1		1			1					No food production at facility.	
Colonel's Delicatessen	4809 Newcom Avenue		Unacceptable	8	none	2			2		2	2		Y	DW to GT or direct to sewer Insufficient GCE No flow restrictor		
Comfort Suites	5466 Central Avenue Pike		Unacceptable	20	none	3	1		2		3	2		Y	Maintenance issues Insufficient GCE No flow restrictor		
Comfort Suites Hotel	7230 Regions Lane		Unacceptable	20	none	4			4		4	4		Y	Deteriorating Insufficient GCE No flow restrictor		
Continuum Courtyard	1029 W. Parkway Avenue		Medium	none	1000	2		1		1	1						1,000 gal. GI
Continuum Courtyard	815 E. Inskip Road		Medium	none	1000	1		1			1						
Continuum Courtyard	801 E. Inskip Road		Medium	none	1500	1		1			1						
Cook Out	2135 Cumberland Avenue		High	200	none	1			1		1	1					
Cook Out	6920 Kingston Pike		High	200	none	1			1		1	1					
Cool Beans Restaurant	1817 Lake Avenue		Medium	none	1000	1			1		1	1					

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Coolato Gelato's Italian Ice	524 S. Gay Street		Medium	none	6500	1		1			1						
Coop Café	3717 Sutherland Avenue		Unacceptable	109	none	1	1				1			Y	Maintenance issues No flow restrictor		
Coop Café, The	301 S. Gay Street	NO	Low	40	none	1		1			1					FSF is closed.	
Copper Cellar	1807 Cumberland Avenue		Medium	none	2000	1			1		1	1					
Copper Cellar Commissary	3001 Industrial Parkway		High	none	1000	1		1			1						
Corner Market	1102 Maryville Pike	NO	Low	50	none	1		1			1					FSF is closed.	
Country Table Restaurant	1807 N. Cherry Street	NO	Low	40	none	1		1			1					FSF is closed.	
Court South	2934 Alcoa Highway		Unacceptable	48	none	1		1			1			Y	Maintenance issues No flow restrictor		
Court South	5621 Merchant Drive		Low	40	none	1	1				1			Y			
Courtyard by Marriott	250 Brookview Centre Way		Medium	none	1500	1		1			1						
Coyote Joes	5640 Clinton Highway	NO	Low	10	none	2			2		2	2				FSF is closed.	
Cracker Barrel	1510 Cracker Barrel Lane		Medium	none	1500	1		1			1						
Cracker Barrel	5001 Central Avenue Pike		Unacceptable	none	3000	1		1			1				GCE malfunction		
Cracker Barrel	2920 South Mall Road		High	none	2000	1		1			1						
Creative Catering of Knoxville	1008 E. Woodland Avenue		Unacceptable	100	none	2	1	1			2			Y	Maintenance issues DW to GT or direct to sewer Insufficient GCE No flow restrictor		
Cross Ministries	7423 Ball Camp Pike		Medium	none	1000	1			1		1	1					
Crown & Goose Pub, The	123 S. Central Street		Medium	none	1500	1			1		1	1					
Crowne Plaza Hotel	401 W. Summit Hill Drive		Unacceptable	100	none	3		1	2		3	2		Y	DW to GT or direct to sewer No flow restrictor		
Cru Bistro	141 S. Gay Street		Unacceptable	200	none	1	1				1			Y	Maintenance issues DW to GT or direct to sewer No flow restrictor		
Cueva Bar	3101 Sutherland Avenue	NO	Low	none	none	1		1			1					FSF is closed.	
Cumberland House Hotel	1109 White Avenue		Medium	none	3000	1			1		1	1					
Cupcakery, The	5508 Kingston Pike Suite 180		High	50	none	1			1		1	1					
Dairy Queen	2520 Loves Creek Road	NO	Low	none	1000	1		1			1					FSF is closed.	
Dalawah Hut African Shop	1937 Magnolia Avenue	NO	Low	none	none	1		1			1					FSF is closed.	
Dave's Dog House	7409 Middlebrook Pike		Medium	40	none	1		1			1						
DaVinci's Pizza	113 S. Central Street		Unacceptable	40	none	1			1		1	1		Y	Maintenance issues DW to GT or direct to sewer Insufficient GCE Impeded access to GCE No flow restrictor		
DaVinci's Pizza	3337 Sutherland Avenue	NO	Low	none	2000	3		1	2		3	2				FSF is closed.	
Days Inn	5423 Asheville Highway	NO	Low	none	none	1		1			1					No food production at facility.	
Days Inn	5335 Central Avenue Pike		Low	none	none	1		1			1						
Dazzo's Pizza	710 S. Gay Street		Unacceptable	150	none	3			3		3	3		Y	Maintenance issues DW to GT or direct to sewer No flow restrictor		
Dead End B.B.Q.	3621 Sutherland Avenue		Medium	none	1500	1		1			1						
Dean's Restaurant	4721 Old Broadway		Medium	none	2000	1				1							2,000 gal. GI
Del Potosi Bakery Inc.	3709 Chapman Highway	NO	Low	40	none	1		1			1					FSF is closed.	
Delta Express	4323 Chapman Highway	NO	Medium	none	none	1		1			1					No food production at facility.	
Denton's Orange Drink	6914 Kingston Pike		Unacceptable	none	1000	3			3		3	3		Y	Maintenance issues One manhole		
Diamond Mobile Carwash & Deli	2908 Magnolia Avenue		Medium	none	1000	1		1			1						
Dippin Donuts	7044 Kingston Pike		Unacceptable	none	1000	2			2		2	2				One manhole	
Doan's Market & Deli	2539 Cecil Avenue		Unacceptable	20	none	1		1			1			Y	Maintenance issues Insufficient GCE No flow restrictor		
Doc's All American Grille	7355 Kingston Pike		Unacceptable	none	1000	3	1		2		3	2				One manhole	
Dogwood Elementary School	705 Tipton Avenue		Medium	none	1000	1		1			1						
Domino's Pizza	7419 Middlebrook Suite 101		High	none	1500	1		1			1						
Domino's Pizza	412 Merchants Drive		Medium	none	1000	1			1		1	1					
Domino's Pizza	3613 Sutherland Avenue		Medium	none	1000	2	1			1	1						1,000 gal. GI

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Domino's Pizza	7527 South Northshore Drive		Medium	40	none	1		1			1						
Domino's Pizza	6402 Asheville Highway		Medium	none	1500	1		1			1						
Domino's Pizza	900 N. Broadway		Unacceptable	20	none	2			2		2	2		Y	Insufficient GCE No flow restrictor		
Domino's Pizza	5420 Pleasant Ridge Road	NO	Low	30	none	1		1			1					FSF is closed.	
Domino's Pizza	2104-2 Cumberland Avenue		Medium	40	none	1			1		1	1		Y	Insufficient GCE		
Don Pablo's	2916 Knoxville Center Drive		Unacceptable	none	1000	2			2		2	2			Maintenance issues		
Doodles	5000 Clinton Highway	NO	Low	none	500	1		1			1					FSF is closed.	
Downtown Grill & Brewery	424 S. Gay Street		Unacceptable	200	none	1			1		1	1		Y	Maintenance issues DW to GT or direct to sewer		
Downtown Grind	418 S. Gay Street		Unacceptable	30	none	4		1	3		4	3		Y	Deteriorating Insufficient GCE		
Duncan Café	710 S. Locust Street		Medium	40	none	2		2			2						
Dunkin Donuts	7114 Kingston Pike		Medium	none	1500	1		1			1						
Dynasty Express	1647 Cumberland Avenue	NO	Low	30	none	1		1			1					FSF is closed.	
Dynasty Wok Express	4911 N. Broadway		Medium	40	none	1			1		1	1					
E. Anderson Market	325 E. Anderson Avenue	NO	Low	none	none	1		1			1					FSF is closed.	
E. M. Jellinek	130 Hinton Avenue		Medium	none	1000	1		1			1						
Earthfare	140 N. Forest Park Boulevard		Medium	none	1500	1		1			1						
East Knox Elementary School	9315 Rutledge Pike		Medium	none	1500	1		1			1						
East Tennessee Children's Hospital	2018 Clinch Avenue		High	none	4500	1		1			1						
East TN Regional Juvenile Service Center	3321 Division Street		High	none	2000	1		1			1						
Echo Bistro & Wine	5803 Kingston Pike		Medium	none	1000	1		1			1						
Echo Ridge Retirement Residence LLC	8458 Gleason Road		Medium	none	1000	1		1			1						
Econo Lodge	7424 Strawberry Plains Pike	NO	Low	none	none	1		1			1			Y		Evaluating if GCE is needed.	
Econo Lodge	5505 Merchant Center Boulevard	NO	Low	none	none	1		1			1					No food production at facility.	
Edge Of Knoxville Inc., The	7211 Kingston Pike		Unacceptable	40	none	1			1		1	1		Y	Maintenance issues No flow restrictor		
Egg and I, The	5018 Kingston Pike		Medium	none	2500	1	1				1						
El Burro Flojo	8079 Kingston Pike		Medium	none	1000	2	1		1		2	1					
El Cazador Mexican Restaurant	6409 Chapman Highway		Unacceptable	50	none	2		1	1		2	1			Maintenance issues		
El Charro	6502 Kingston Pike		Medium	none	1000	3		1	2		3	2					
El Chico Restaurant	116 Cedar Lane		Unacceptable	none	1000	2			2		2	2			One manhole		
															Maintenance issues DW to GT or direct to sewer Deteriorating		
El Mezcal Mexican Restaurant	118 Forest Park Boulevard		Unacceptable	200	none	2			2		2	2		Y	No flow restrictor		
El Pulgarcito de America	408 E. Inskip Road	NO	Low	40	none	1		1			1					FSF is closed.	
El Pulpo Loco	2909 Alcoa Highway		High	50	none	1	1				1			Y			
El Rincon	4705 Central Avenue Pike		Unacceptable	40	none	2	1		1		2	1		Y	Maintenance issues No flow restrictor		
El Tenampa Garibaldi LLC	6547 Chapman Highway	NO	Low	30	none	1		1			1					FSF is closed.	
Elmcroft of West Knoxville	8024 Gleason Road		Medium	none	1500	1			1		1	1					
Emmanuel United Presbyterian Church	3023 Selma Avenue		Low	none	none	1		1			1						
Empire Deli	625 S. Gay Street		Unacceptable	40	none	1	1				1			Y	Maintenance issues No flow restrictor		
Empty Cup, The	4525 Kingston Pike	NO	Low	none	1500	1	1				1					FSF is closed.	
Entertainer Catering	1209 Heiskell Avenue		Unacceptable	150	none	2		1	1		2	1		Y	DW to GT or direct to sewer No flow restrictor		
Ephesus Mediterranean Grill	1823 Cumberland Avenue	NO	Medium	40	none	2			2		2	2				FSF is closed.	
Eternal Life Harvest Café	2410 Martin Luther King Boulevard	NO	Low	none	1000	1		1			1					FSF is closed.	
Eternal Life Harvest Center	1801 Western Avenue	NO	Low	none	none	1		1			1					No food production at facility.	
Exotic Night Club	315 Mohican Street	NO	Medium	50	none	1		1			1					FSF is closed.	
EZ Food Mart	2310 E. Magnolia Avenue		Medium	50	none	1					1						
Fair Garden Elementary School	400 Fern Street		Unacceptable	none	500	1		1			1			Y	Maintenance issues One manhole		
Fairfield Inn By Marriott Food Service	1551 Cracker Barrel Lane	NO	Low	none	none	1		1			1					No food production at facility.	
Faith Full Gospel Church	1108 Beaumont Avenue	NO	Low	none	none	1	1				1					No food production at facility.	

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Family Market & Deli	1103 Tennessee Avenue		Unacceptable	40	none	1	1				1			Y	Maintenance issues DW to GT or direct to sewer Deteriorating GCE malfunction Insufficient GCE Impeded access to GCE No flow restrictor No GCE One manhole		
Farley Burgers	7600 Kingston Pike	NO	Low	40	none	1		1			1					FSF is closed.	
Fats BBQ	2701 Whittle Springs Road	NO	Low	40	none	1		1			1					FSF is closed.	
Fifth Avenue Baptist Church	2500 E. Fifth Avenue		Medium	100	none	1			1		1	1					
Firehouse Subs	1708 Cumberland Avenue		Medium	70	none	2		1	1		2	1					
Firehouse Subs	5226 N. Broadway		Medium	none	1500	1		1			1						
Firehouse Subs	128 Buckingham Drive		Unacceptable	40	none	5			5		5	5		Y	Maintenance issues No flow restrictor		
Firehouse Subs	4916 Kingston Pike		Unacceptable	50	none	4			4		4	4		Y	Maintenance issues No flow restrictor		
Firehouse Subs	4419 Western Avenue		Medium	100	none	4		1	3		4	3					
First Christian Church	211 W. Fifth Avenue	NO	Low	none	none	1		1			1			Y	No GCE		
First Lutheran Church and School	1207 N. Broadway		Unacceptable	20	none	2			2		2	2			DW to GT or direct to sewer No flow restrictor		
First Step II Inc. Young Adventurers	520 Sevier Avenue		Medium	40	none	1			1		1	1					
First Steps II	4605 Old Broadway	NO	Low	none	none	1		1			1					No food production at facility.	
First United Methodist Church	3316 Kingston Pike		Unacceptable	140	none	3			3		3	3		Y	Maintenance issues DW to GT or direct to sewer		
Five Bar	430 S. Gay Street		Medium	none	1000	1				1							1,000 gal. GI
Five Guys Burgers	234 Brookview Centre Way Suite 101		Medium	none	1500	1		1			1						
Florence Crittenton Agency Inc.	1531 Dick Lonas Road		Medium	none	1500	1		1			1						
Flour Head Bakery	5424 Middlebrook Pike		Unacceptable	20	none	2		1	1		2	1		Y	Maintenance issues DW to GT or direct to sewer Deteriorating Insufficient GCE No flow restrictor		
Food City	2712 Loves Creek Road		High	none	1000	1		1			1						
Food City	4580 Chapman Highway	NO	Low	none	1000	1		1			1					FSF is closed.	
Food City	7510 Asheville Highway		Medium	none	1000	1		1			1						
Food City	4216 N. Broadway Avenue		Medium	none	1000	1			1		1	1					
Food City	5078 Clinton Highway		Medium	none	1500	1		1			1						
Food City	284 Morrell Road		Medium	none	1000	1		1			1						
Food City	5941 Kingston Pike		Medium	none	1000	1		1			1						
Food City	4805 N. Broadway		High	none	2500	1			1		1	1					
Food City	5801 Western Avenue		Medium	none	1500	2		1	1		2	1					
Food City	1950 Western Avenue		High	none	1500	1			1		1	1					
Food Lion	4728 Centerline Drive	NO	Low	none	1000	1		1			1					FSF is closed.	
Food Lion	6221 Riverview Crossing Drive	NO	Low	none	1000	1		1			1					FSF is closed.	
Forks on the Road	904 Teakwood Road		Low	20	none	1	1				1						
Fort Sanders Educational	501 S. 21st Street		High	50	none	2		1	1		2	1					
Fort Sanders Hospital	1901 Clinch Avenue		High	none	1500	1		1			1						
Fountain City Creamery	114 Hotel Avenue		High	30	none	2			2		2	2					
Fountain City Diner	3029 Tazewell Pike		Medium	none	1000	2		1	1		2	1					
Fountain City Elementary School	2910 Montbelle Drive		Medium	none	1000	1			1		1	1					
Fountain City Pres. Church & Childcare	500 Hotel Road		Medium	none	1500	2			1		1	1					1,500 gal. GI
Fountain City UM Church	212 Hotel Avenue		Medium	none	1500	2	1			1	1						1,500 gal. GI
Fox Dog's	7664 Northshore Drive	NO	Low	40	none	4	1		3		4	3				FSF is closed.	
Fraternal Order of Eagles	203 Walnut Street		Medium	100	none	1				1							100 lb. GT
Freedom Christian Academy	4615 Asheville Highway		Unacceptable	1000	none	1			1		1	1			One manhole		
French Market, The	526 S. Gay Street		Medium	40	none	3		1	2		3	2					
Fresh Market, The	4475 Kingston Pike		Medium	none	1500	2		1	1		2	1					

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Fresh Mart & Deli	2418 N. Central Avenue		Unacceptable	40	none	1		1			1			Y	Maintenance issues No flow restrictor		
Fresh To Order	2421 University Commons Way		Medium	none	1500	1				1				Y			1,500 gal. GI
Froyoz	6631 Clinton Highway		Unacceptable	40	none	1			1		1	1		Y	No flow restrictor		
Froyoz	5228 N. Broadway		Medium	none	1500	1			1		1	1					
Froyoz	124 N. Forest Park Boulevard	NO	Low	40	none	1		1			1					FSF is closed.	
Frussies Deli	133 Moody Avenue		Unacceptable	8	none	2			2		2	2		Y	Maintenance issues Insufficient GCE No flow restrictor		
FU House	4421 Western Avenue Suite 102		Medium	none	1500	4	1	1	2		4	2					
Fulton High School	2509 N. Broadway		Medium	none	1000	1		1			1						
Fuse Church & Sports Plex	1501 Kirby Road	NO	Low	none	none	1		1			1					No food production at facility.	
Future Generation Learning Center	1310 Hollywood Road		Low	none	none	1		1			1						
Garrett's Downtown Deli	800 S. Gay Street		Medium	40	none	2			2		2	2					
Gatti's Pizza	6909 Kingston Pike		Unacceptable	40	none	3			3		3	3		Y	Maintenance issues DW to GT or direct to sewer Deteriorating Insufficient GCE No flow restrictor		
Gavino's	5211 Kingston Pike		High	none	1000	4		2	2		4	2					
Gino's Pizza & Subs	7328 Middlebrook Pike		Unacceptable	20	none	1		1			1			Y	Maintenance issues Insufficient GCE No flow restrictor		
Goal Post Tavern	1824 Cumberland Avenue		Medium	none	1500	2		1	1		2	1					
Golden Garden Chinese Restaurant	5737 Western Avenue		Unacceptable	40	none	1		1			1			Y	DW to GT or direct to sewer No flow restrictor		
Golden Roast	825 Melrose Place		High	200	none	1			1		1	1					
Golden Wok	7116 Strawberry Plains Pike		Unacceptable	none	1000	1			1		1	1		Y	Maintenance issues Impeded access to GCE One manhole		
Goodness To Go	7664 S. Northshore Drive		Unacceptable	100	none	3	1		1	1	2	1		Y	Maintenance issues No flow restrictor		200 lb. GT
Gordo's Catering	3009 N. Central Avenue		Unacceptable	40	none	1			1		1	1		Y	No flow restrictor		
Gosh Ethiopian Restaurant	3609 Sutherland Avenue		Unacceptable	50	none	1		1			1			Y	Maintenance issues No flow restrictor		
GPT Annex	1820 Cumberland Avenue		Medium	200	none	2	1			1	1						200 lb. GT
Great American Cookie Company	3001 Knoxville Center Drive		Unacceptable	14	none	3			3		3	3		Y	Maintenance issues Insufficient GCE No flow restrictor		
Great American Cookie Company	7600 Kingston Pike		Unacceptable	40	none	1		1			1			Y	Maintenance issues No flow restrictor		
Green Magnet Math and Science Academy	800 Townview Drive		High	none	1500	1		1			1						
Gresham Middle School	500 Gresham Road		High	none	1000	1			1		1	1					
Grill At Highland Row, The	4705 Old Kingston Pike		Medium	none	1000	1		1			1						
Gunny's Bar and Grill	6547 Chapman Highway		Unacceptable	8	none	3	1		2		3	2		Y	Insufficient GCE No flow restrictor		
Gus's Good Time Deli	815 Melrose Place		Medium	200	none	2			1	1	1	1					200 lb. GT
Gyrene Burger	1927 Cumberland Avenue		Medium	140	none	3	1		1	1	2	1					100 lb. & 40 lb. GTs
Habanero Mexican Restaurant	4704 Asheville Highway		Medium	none	1500	1		1			1						
Half Barrel	1829 Cumberland Avenue		Medium	none	1000	3			3		3	3					
Ham 'N' Goodys, Inc.	314 Northshore Drive		Medium	40	none	1		1			1						
Hampton Inn	7445 Sawyer Lane		High	20	none	1			1		1	1					
Hampton Inn	601 Weisgarber Road		Medium	none	1500	1				1							1,500 gal. GI
Hampton Inn & Suites	5411 Pratt Road		Low	none	1500	1		1			1						
Hampton Inn & Suites	618 W. Main Street		Medium	none	1000	1	1				1						
Handy Dandy Market	3215 S. Haven Road		Medium	40	none	2		1	1		2	1					
Hanna's Cafe	102 S. Central Street	NO	Low	30	none	1			1		1	1				No food production at facility.	

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Hanna's Café	1836 Cumberland Avenue		Unacceptable	34	none	1	1				1			Y	DW to GT or direct to sewer Deteriorating Insufficient GCE No flow restrictor		
Happy Garden Chinese	1510 North Cherry Street		Unacceptable	none	1000	1			1		1	1			One manhole		
Harby's Pizza & Deli	3718 Walker Boulevard		Unacceptable	30	none	1			1		1	1		Y	Insufficient GCE No flow restrictor		
Hard Knox Pizza	4437 Kingston Pike		Unacceptable	50	none	1			1		1	1		Y	Maintenance issues DW to GT or direct to sewer		
Hardee's Restaurant	2919 Tazewell Pike		Unacceptable	none	1000	1			1		1	1			One manhole		
Hardee's Restaurant	3318 Chapman Highway		Unacceptable	none	1000	2			2		2	2			One manhole		
Hardee's Restaurant	2930 Alcoa Highway		Medium	none	2000	3			2	1	2	2					2,000 gal. GI
Hardee's Restaurant	3718 Western Avenue		Medium	none	1000	1			1		1	1					
Hardee's Restaurant	3926 Asheville Highway		Unacceptable	none	1000	2			2		2	2			One manhole		
Hardee's Restaurant	7201 Kingston Pike		Medium	none	1500	3		1	2		3	2					
Head Start-Claxton West	2400 Piedmont Street		Unacceptable	none	1000	1		1			1			Y	GCE malfunction One manhole		
Head Start-Kiwanis-East II	2330 Prosser Road		Medium	none	1000	1		1			1						
Head Start-Northridge	1008 Breda Street		Medium	none	1500	1		1			1						
Head Start-Prospect	4808 Prospect Road		Unacceptable	none	1000	1		1			1			Y	Maintenance issues GCE malfunction One manhole		
Head Start-Western	2247 Western Avenue		Unacceptable	50	none	1			1		1	1		Y	Maintenance issues DW to GT or direct to sewer Impeded access to GCE No flow restrictor		
Helen Ross McNabb	3006 Lakebrook Boulevard		Unacceptable	none	1000	1			1		1	1		Y	One manhole		
Hemphill's Market & Deli	2549 Holbrook Drive		High	8	none	1			1		1	1					
Heritage Assisted Living	1585 Coleman Road		Unacceptable	none	1000	2			2		2	2		Y	Maintenance issues One manhole		
Heritage Café	400 Main Street		Medium	20	none	3	1		2		3	2		Y			
Hibachi Factory	1645 Downtown West Boulevard # 40		Unacceptable	60	none	1			1		1	1		Y	No flow restrictor		
Hibachi Factory	1815 Cumberland Avenue		Medium	40	none	1		1			1						
Hill Restaurant, The	1105 Forest Avenue		Medium	none	1500	2			2		2	2					
Hillcrest Health Care North	5325 Beverly Park Circle		Medium	none	2500	2		1	1		2	1					
Hillcrest West	6801 Middlebrook Pike		Medium	none	1500	1		1			1						
Hilltop Vineyard, The	6535 Kingston Pike		Medium	40	none	1			1		1	1					
Hilton	501 W. Church Avenue		Unacceptable	400	none	1		1			1			Y	Maintenance issues DW to GT or direct to sewer		
Hilton Garden Inn	1706 Cumberland Avenue		Medium	none	2000	2	1		1		2	1					
Holiday Inn - Worlds Fair Park	525 Henley Street		Unacceptable	190	none	1			1		1	1	1	Y	DW to GT or direct to sewer Deteriorating Insufficient GCE No flow restrictor		
Holiday Inn Express	730 Rufus Graham Road		Medium	100	none	2		1	1		2	1					
Holiday Inn Express	6324 Papermill Drive		Medium	75	none	1	1				1						
Holly's Eventful Dining	5032 Whitaker Avenue		Unacceptable	40	1500	1			1		1	1		Y	Maintenance issues Insufficient GCE No flow restrictor		
Holston Healthcare	3916 Boyds Bridge Pike		Unacceptable	none	1000	1		1			1				One manhole		
Holston Hills Country Club	5200 Holston Hills Road		High	none	1500	1		1			1						
Holston Middle School	600 Chilhowee Drive		Medium	none	1500	1		1			1						
Holy Ghost Catholic Church	1041 N. Central Street		Unacceptable	100	none	1			1		1	1		Y	Maintenance issues DW to GT or direct to sewer Impeded access to GCE No flow restrictor		
Holy Land Market	3601 Sutherland Avenue		Medium	50	none	2			2		2	2					
Homewood Residence at Deane Hill	401 Catherine McAuley Way		Medium	none	1000	1		1			1						
Honey Baked Ham	5308 Washington Pike		Low	none	1500	1		1			1						
Honey Baked Ham Company	7205 Kingston Pike		Medium	none	1000	2			2		2	2					

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Hooter's Restaurant	5005 Central Avenue Pike		Medium	none	1500	1		1			1						
Hooter's Restaurant	8050 Kingston Pike		Medium	none	1500	2			2		2	2					
Hops and Hollers	931 N. Central Street	NO	Medium	none	none	1	1				1					No food production at facility.	
Hot Bagel Co.	800 Market Street		Unacceptable	20	none	1		1			1			Y	Maintenance issues Insufficient GCE		
House Of Dragon	1907 Cumberland Avenue		Unacceptable	120	none	2			2		2	2		Y	Maintenance issues Insufficient GCE		
House of Thaller	1600 Harris Road		Medium	none	3500	2		1		1	1						2,000 gal. GI
I Love Juice Bar	4801 Kingston Pike		Medium	40	none	1	1				1						
I Love NY Pizza	6518 Chapman Highway	NO	Low	40	none	1		1			1					FSF is closed.	
Ian's Market	2001 Cumberland Avenue		High	40	none	1			1		1	1					
Ice-Chalet	100 Lebanon Road	NO	Low	none	none	1		1			1					No food production at facility.	
Ichiban Asian Bistro	7507 Northshore Drive		Medium	none	2000	1				1							2,000 gal. GI
Icon Ultra Lounge	810 W. Clinch Avenue		Unacceptable	50	none	2		1	1		2	1		Y	Maintenance issues DW to GT or direct to sewer		
Ijams Nature Center	2915 Island Home Avenue		Unacceptable	14	none	1	1				1			Y	Maintenance issues Insufficient GCE		
India Cuisine	1645 Downtown West Boulevard Suite 25		Medium	none	1500	2	1		1		2	1					
Indu-Sai	5328 Pleasant Ridge Road		Medium	40	none	4			3	1	3	3					40 lb. GT
Indu-Sai	2800 E. Governor John Sevier Highway		Unacceptable	40	none	1	1				1			Y	Maintenance issues Insufficient GCE		
Ingles	215 Cedar Lane		Medium	none	1000	1		1			1						
Inskip Elementary School	4701 High School Street		Medium	none	1000	1		1			1						
Inskip Grill	101 E. Inskip Road Suite C		Unacceptable	30	none	3			3		3	3		Y	Maintenance issues Insufficient GCE No flow restrictor		
Inskip Market & Deli	400 E. Inskip Road		Medium	40	none	1		1			1			Y			
Insomnia Cookies	2121 Cumberland Avenue		high	100	none	2	1		1		2	1					
International House of Pancakes	7128 Kingston Pike		High	none	2000	2		1	1		2	1					
International House of Pancakes	5604 Merchants Drive		Unacceptable	none	1000	1		1			1			Y	Maintenance issues One manhole		
Isabella Towers	1515 Isabella Circle	NO	Low	none	none	1		1			1					No food production at facility.	
Island Home Park Health and Rehab	1758 Hillwood Avenue		High	none	1500	1	1				1						
J&D's Soul Food	1908 Schofield Street	NO	Low	40	none	1		1			1					FSF is closed.	
Jack' Breeze Thru Market	1103 Tennessee Avenue	NO	Low	40	none	1		1			1					FSF is closed.	
Jack n' Diane's	1901 Cumberland Avenue		Medium	200	none	2	1			1	1						200 lb. GT
Jacob's Building	3301 E. Magnolia Avenue	NO	Low	none	none	1		1			1			Y	No GCE		
Jacob's Time-Out Deli	5307 Middlebrook Pike		Unacceptable	30	none	1			1		1	1		Y	Maintenance issues Insufficient GCE No flow restrictor		
Jai Dee Thai & Japanese Cuisine	823 Melrose Place		Unacceptable	100	none	2	1		1		2	1		Y	Maintenance issues DW to GT or direct to sewer No flow restrictor		
Jason's Deli	2120 Cumberland Avenue		Medium	none	1500	1			1		1	1					
Jason's Grill & Deli	900 Kermit Drive	NO	Low	40	none	1		1			1					FSF is closed.	
Jazzy Lynn	4680 Holston Drive		Unacceptable	20	none	2			2		2	2		Y	Maintenance issues Insufficient GCE		
Jersey Mike's Subs	4839 Kingston Pike		High	200	none	2	1			1	1						200 lb. GT
Jersey Mike's Subs	2415 University Commons Way		Medium	200	none	1				1							200 lb. GT
Jets Pizza	7331 Kingston Pike		Medium	100	none	2		2			2						
Jimmy John's Gourmet Sandwiches	1903 Cumberland Avenue		Unacceptable	50	none	1			1		1	1		Y	No flow restrictor		
Jimmy John's Gourmet Sandwiches	5525 Clinton Highway		Unacceptable	50	none	1			1		1	1		Y	Maintenance issues No flow restrictor		
Jimmy's Original Southern Pub	2917 Tazewell Pike		High	14	none	1			1		1	1					
John T. O'Connor Senior Citizens Center	611 Winona Street		Unacceptable	40	none	1		1			1			Y	Maintenance issues DW to GT or direct to sewer No flow restrictor		
Jolly Sports Bar	3005 Alcoa Highway	NO	Low	none	none	1		1			1					FSF is closed.	
Junction 33	7428 S. Northshore Drive		Low	none	1000	1	1				1			Y	One manhole	FSF is closed.	

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Just Ripe Market	513 Union Avenue		Unacceptable	50	none	4			4		4	4		Y	DW to GT or direct to sewer Insufficient GCE No flow restrictor		
K Brew	1328 N. Broadway Avenue		Medium	40	none	2	1		1		2	1					
Kanpai of Tokyo	1645 Downtown West Boulevard Suite 39	NO	Low	none	1500	1		1			1					FSF is closed.	
Kats on the River	1317 Island Home Avenue	NO	Low	20	none	1		1			1					FSF is closed.	
Kaya Korean Restaurant	7818 Montvue Center		Unacceptable	30	none	3			3		3	3		Y	Maintenance issues DW to GT or direct to sewer Insufficient GCE No flow restrictor		
Kay's Ice Cream	6200 Chapman Highway		High	30	none	2			2		2	2					
Kenjo Market	3120 Chapman Highway		Unacceptable	8	none	5			5		5	5		Y	Maintenance issues Insufficient GCE		
Kenjo Market	6519 Chapman Highway	NO	Low	8	none	1		1			1					No food production at facility.	
Kenjo Market	1400 N. Central Avenue		Unacceptable	20	none	1		1			1			Y	Maintenance issues Insufficient GCE Impeded access to GCE		
Kenjo Market	3644 Sevierville Pike		High	30	none	2		1	1		2	1					
Kesha's Market & Deli	1406 Jackson Avenue	NO	Low	50	none	1		1			1					FSF is closed.	
KFC	4200 Chapman Highway		Unacceptable	none	1500	3		1	2		3	2			Maintenance issues		
KFC	2456 E. Magnolia Avenue	NO	Low	none	1000	1		1			1					FSF is closed.	
KFC	4415 Western Avenue		Unacceptable	none	1500	2		1	1		2	1			Maintenance issues		
KFC	2918 N. Broadway		Medium	none	1000	1		1			1						
KFC	5266 Millertown Pike		Medium	none	1000	1		1			1						
KFC	1030 Shumard Road	NO	Low	none	1500	2		1	1		2	1				FSF is closed.	
Kichi Sushi & Noodle	7600 Kingston Pike		High	50	none	1		1			1						
Kids Place-Camp	9140 Millertown Pike		High	30	none	1			1		1	1					
Kimmies Kitchen	5103 Kingston Pike		Unacceptable	30	none	3	1		2		3	2		Y	Insufficient GCE No flow restrictor		
Kindred/North Haven Nursing and Rehabilitation	3300 North Broadway		High	none	1500	1		1			1						
King Tut's Grill	4132 Martin Mill Pike		Unacceptable	20	none	2		1	1		2	1		Y	Maintenance issues Insufficient GCE		
Kings Market	1542 Texas Avenue	NO	Low	40	none	1		1			1					FSF is closed.	
King's Market	1300 W. Baxter Avenue	NO	Low	40	none	2		2			2					FSF is closed.	
Kitts Market Cafe	4620 Greenway Drive		High	none	1500	6			6		6	6					
Knotheads Café and Deli	8534 Asheville Highway	NO	Low	40	none	1		1			1					FSF is closed.	
Knox Area Rescue Ministries	418 N. Broadway		Medium	none	1500	1		1			1						
Knox Co. Detention Ctr.	5001 Maloneyville Road		Unacceptable	none	1500	2		1	1		2	1			One manhole		
Knox Mason	131 S. Gay Street		High	none	1500	1	1				1						
Knoxville Adaptive Education Center	5719 Kingston Pike		Medium	none	1500	1		1			1						
Knoxville Billiards	3920 Chapman Highway		Unacceptable	20	none	1		1			1			Y	Maintenance issues Insufficient GCE No flow restrictor		
Knoxville Center Mall	3001 Knoxville Center Drive		Medium	none	1500	1		1			1						
Knoxville Chinese Christian Church	901 Francis Road		High	none	1000	1		1			1						
Knoxville Civic Coliseum	500 Howard Baker Jr. Avenue		High	20	none	1			1		1	1					
Knoxville College Cafeteria	901 College Street		Medium	100	none	2		1	1		2	1					
Knoxville Convention Ctr	701 Henley Street		Medium	60	3000	2			2		2	2					
Knoxville Elks Lodge	5600 Lonas Road		Medium	none	1500	3	1		1	1	2	1					1,500 gal. GI
Knoxville Expo Center	5441 Clinton Highway		Medium	80	1500	2			2		2	2					
Knoxville Golf Course	3925 Schaad Road		High	30	none	1		1			1						
Knoxville Montessori School	4311 Kingston Pike	NO	Low	none	none	1		1			1					No food production at facility.	
Knoxville Museum of Art	1050 World's Fair Park Drive		Unacceptable	90	none	1	1				1			Y	Maintenance issues No flow restrictor		
Knoxville Racquet Club	5535 Lonas Road		Unacceptable	40	none	1			1		1	1		Y	No flow restrictor		
Knoxville Zoological Gardens	3500 Knoxville Zoo Drive		Medium	40	1500	1		1			1						
Knoxville-CAC	1747 Reynolds Street		High	none	3000	1		1			1						
Knoxville-CAC	1741 Reynolds Street		Medium	40	none	1	1				1						

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Koi Fuzion/Coco Moon	19 Market Square		Unacceptable	200	none	2			2		2	2		Y	Maintenance issues DW to GT or direct to sewer Deteriorating Insufficient GCE Impeded access to GCE No flow restrictor		
Korea House Restaurant	1645 Downtown West Boulevard #37	NO	Low	40	none	1		1			1					FSF is closed.	
Krispy Kreme	6201 Kingston Pike		Medium	none	2000	2		2			2						
Krispy Kreme	4842 N. Broadway		Medium	none	1000	1		1			1						
Kristopher's	4928 Homberg Place		Unacceptable	50	none	2	1		1		2	1		Y	Maintenance issues DW to GT or direct to sewer No flow restrictor		
Kroger	4414 Asheville Highway		Medium	30	1000	2			2		2	2					
Kroger	4409 Chapman Highway		Medium	none	1500	1		1			1						
Kroger	4918 Kingston Pike		Medium	none	3000	2		1		1	1						2,000 gal. GI
Kroger	2217 N. Broadway		Unacceptable	170	none	1		1			1			Y	Maintenance issues Insufficient GCE No flow restrictor		
Kroger	4440 Western Avenue		Unacceptable	40	none	3			3		3	3		Y	Maintenance issues Deteriorating Insufficient GCE		
Kroger Super Store	5201 N. Broadway		Medium	none	2500	2			2		2	2					
Krystal	2815 N. Broadway		Unacceptable	none	1000	1			1		1	1			One manhole		
Krystal	3910 Western Avenue		Unacceptable	none	1000	1			1		1	1			One manhole		
Krystal	5219 Clinton Highway		Medium	none	1500	1			1		1	1					
Krystal	4100 Chapman Highway		Medium	none	1000	1		1			1						
Krystal	7215 Strawberry Plains Pike		Medium	none	1500	1			1		1	1					
Krystal	1718 Cumberland Avenue		Medium	none	1500	1		1			1						
Krystal	5320 Millertown Pike		Medium	none	1000	1		1			1						
Kumba Kare	4404 Holston Drive	NO	Low	none	none	1		1			1					No food production at facility.	
Kwik Pantry Food Stores	6222 Chapman Highway	NO	Low	14	none	1		1			1					No food production at facility.	
L&N STEM Academy	806 World's Fair Park Drive		Unacceptable	50	none	1	1				1			Y	Maintenance issues No flow restrictor		
La Esperanza Market	2412 Washington Pike		Medium	40	none	2		1	1		2	1					
La Fiesta Mexican Grill	5707 Western Avenue		Medium	none	1000	1		1			1						
La Flor Mexican Bakery	4809 Newcome Avenue		Unacceptable	40	none	1		1			1			Y	Maintenance issues Deteriorating No flow restrictor		
La Palma De Oro	6631 Clinton Highway Suite 105A		High	150	1500	2		1	1		2	1					
La Quinta Inn & Suite	7210 Sadlerack Street	NO	Low	none	none	1		1			1					No food production at facility.	
La Quinta Inn & Suites	1317 Kirby Road N.W.		Medium	100	none	2	1			1	1						100 lb. GT
La Rumba Restaurante & Bar	4900 Chambliss Avenue		Medium	none	1500	1		1			1						
La Tortilla Market	3603 Chapman Highway	NO	Low	40	none	1		1			1					FSF is closed.	
Lakeshore Mental Health Institute	5908 Lyons View Drive	NO	Low	200	none	1		1			1					FSF is closed.	
Lance's Cafe	4101 Clinton Highway		Unacceptable	74	none	2			2		2	2		Y	Maintenance issues DW to GT or direct to sewer		
Las Fuentes Mexican Restaurant	2525 Chapman Highway		Unacceptable	40	none	5	1		4		5	4			Maintenance issues		
Latitude 35	16 Market Square		Unacceptable	180	none	2			2		2	2		Y	Maintenance issues DW to GT or direct to sewer Insufficient GCE		
Laurel Mountain Eatery	722 S. Gay Street		Medium	40	none	4		1	3		4	3					
Lazy Bones	226 Andrew Johnson Highway	NO	Low	none	none	1		1			1					FSF is closed.	
Lema's	3931 Holston Drive		Unacceptable	40	none	1		1			1			Y	Maintenance issues No flow restrictor		
Lenny's Sub Shop	4622 Kingston Pike		Unacceptable	40	none	2			2		2	2		Y	Maintenance issues No flow restrictor		
Lenny's Sub Shop	522 S. Gay Street Suite 101		Medium	none	6500	1			1		1	1					
Lenny's Sub Shops	2901-G Tazewell Pike		Unacceptable	40	none	3			3		3	3		Y	Maintenance issues No flow restrictor		
Lighthouse Knoxville	6800 Baum Drive		Medium	none	1000	1	1				1						

Facility Name	Address	Permitted User	Risk Rating	Trap Size (lbs.)	Interceptor Size (gallons)	Total Inspections	Initial Insepections	Routine Inspections	Follow-up Inspections	Installation Inspection	Inspection Letters	NONCs	NOVs	GCE Under Review	GCE Potential Concern	Comments	GCE Installed during 2014
Lil Vinnies	119 S. Central Street	NO	Low	140	none	1			1		1	1				FSF is closed.	
Little Caesar's Pizza	2800 Magnolia Avenue		Unacceptable	none	1000	1		1			1			Y	Maintenance issues One manhole		
Little Caesar's Pizza	4432 Western Avenue		Medium	200	none	3			2	1	2	2					200 lb. GT
Little Caesar's Pizza	4748 Centerline Drive		Medium	none	1500	4	1	1	1	1	3	1					1,500 gal. GI
Little Caesar's Pizza	4322 N. Broadway		Unacceptable	20	none	3		1	2		3	2		Y	Maintenance issues Insufficient GCE		
Litton's Market & Restaurant	2803 Essary Road		Medium	none	4000	1		1			1						
Long John Silver's	4412 Western Avenue		Medium	none	1000	1		1			1						
Long John Silver's	2816 E. Magnolia Avenue		Medium	none	1000	1		1			1						
Long John Silver's	4833 N. Broadway Avenue		High	none	1500	1		1			1						
Longbranch Saloon	1848 Cumberland Avenue	NO	Low	none	none	1		1			1					No food production at facility.	
Longhorn Steakhouse	7740 Kingston Pike		Medium	none	2000	1				1							2,000 gal. GI
Long's Drug Store	4604 Kingston Pike		Medium	40	none	1			1		1	1					
Lonsdale Dine-In & Carry-Out	1744 Texas Avenue	NO	Low	none	none	1		1			1					FSF is closed.	
Lonsdale Elementary School	1317 Louisiana Avenue		Medium	none	1500	1		1			1						
Lonsdale Market and Deli	3208 Rudy Street		High	200	none	1		1			1						
Lorenas	4329 Lonas Road		Unacceptable	30	none	2			2		2	2		Y	Maintenance issues Insufficient GCE		
Los Lagos Bar & Grill	703 N. Cherry Street	NO	Low	40	none	1		1			1					FSF is closed.	
Los Paisano's Mexican Restaurant	8078 Kingston Pike Suite 151		Unacceptable	none	1000	2		1	1		2	1			Maintenance issues		
Louis' Restaurant	4661 Old Broadway		Medium	none	1000	1		1			1						
Love That BBQ	1901 Maryville Pike		Medium	40	none	1		1			1						
Lucky Mart Asian Market	7819 Montvue Center Way	NO	Low	none	none	1		1			1					No food production at facility.	
Lunch Box Cherokee Mills	2250 Sutherland Avenue Suite 125		High	50	none	1		1			1						
Lunch Box Market & Cafe at the Atrium	1225 East Weisgarber Road		Unacceptable	20	none	2			2		2	2		Y	Insufficient GCE		
Lunch Box US Bank Building	607 Market Street		Unacceptable	8	none	2			2		2	2		Y	Maintenance issues Insufficient GCE		
Lunch House	3816 Holston Drive		Unacceptable	50	none	1			1		1	1		Y	DW to GT or direct to sewer		
Magnolia Café	2405 Magnolia Avenue	NO	Low	10	none	1			1		1	1				FSF is closed.	
Magnolia Cafeteria	4108 Ashville Highway	NO	Low	none	1500	1		1			1					FSF is closed.	
Magnolia Provisions	2013 Dutch Valley Drive		Medium	none	2000	1		1			1						
Magnuson's Hotel Restaurant	7621 Kingston Pike	NO	Low	40	none	2			2		2	2				FSF is closed.	
Magpies	846 N. Central Street		Medium	none	1000	1		1			1						
Mainstay Suites	144 Merchants Drive		Medium	40	none	1		1			1						
Makino	8217 Kingston Pike		Medium	none	1000	1		1			1						
Malibu 7 Restaurant & Dance	2514 Martin Luther King Jr. Boulevard	NO	Low	40	none	1		1			1					FSF is closed.	
Mandarin House	314 Merchants Drive, Suite J		Unacceptable	none	1000	1		1			1			Y	Maintenance issues GCE malfunction		
Mandarin Palace Restaurant	3001 Knoxville Center Boulevard		Unacceptable	none	1000	2		1	1		2	1		Y	Maintenance issues One manhole		
Mapco	4531 Chapman Highway	NO	Low	none	none	1		1			1					FSF is closed.	
Marble Slab & Creamery	4885 N. Broadway	NO	Low	40	none	2		2			2					FSF is closed.	
Marble Slab Creamery	4835 Kingston Pike Suite 4849	NO	Low	40	none	1		1			1					FSF is closed.	
Marcella's	2529 Martin Luther King Boulevard		Unacceptable	5	none	1		1			1			Y	Maintenance issues No flow restrictor		
Marco's Pizza	3018 Tazewell Pike		High	200	none	4			4		4	4					
Market, The	504 S. Gay Street		Unacceptable	50	none	3		1	2		3	2		Y	Maintenance issues No flow restrictor		
Marriot Hotel	501 E. Hill Avenue		Unacceptable	490	none	1		1			1			Y	DW to GT or direct to sewer No flow restrictor		
Martha's Place	4624 Rutledge Pike	NO	Low	40	none	1		1			1					FSF is closed.	
Maynard Elementary School	737 College Street		High	none	1500	1		1			1						
McAlister's	232 Morrell Road		Medium	none	1000	1		1			1						
McAlister's	2758 Schaad Road		High	none	1000	1		1			1						
McAlister's Restaurant	1801 Cumberland Avenue	NO	Low	none	1000	1		1			1					FSF is closed.	
McDonalds	5055 North Broadway Avenue		Unacceptable	none	1000	1			1		1	1			One manhole		
McDonalds	3051 Kinzel Road		Medium	none	2000	1			1		1	1					
McDonalds	5260 Millertown Pike		Unacceptable	none	1000	1			1		1	1			One manhole		
McDonald's	4420 Western Avenue		High	none	1000	2		1	1		2	1					

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McDonald's	2812 Magnolia Avenue		High	none	1000	1			1		1	1					
McDonald's	206 Walker Springs Road		High	none	2000	1		1			1						
McDonalds	2505 Chapman Highway		Medium	none	2000	2			1	1	1	1					2,000 gal. GI
McDonalds	7686 S. Northshore Drive		Unacceptable	none	1000	1			1		1	1			One manhole		
McDonalds	322 Merchants Drive		Medium	none	1500	2		1	1		2	1					
McDonalds	7402 Strawberry Plains Pike		Medium	none	2500	1		1			1						
McDonalds	7030 Kingston Pike		Medium	none	2500	3		2	1		3	1					
McDonalds	1720 Cumberland Avenue		Medium	none	2000	1		1			1						
McDonalds	3120 N. Broadway		Medium	none	1500	1		1			1						
McDougal's Chicken	701 Seventeenth Street	NO	Low	none	1000	1		1			1					FSF is closed.	
Mellow Mushroom	2109 Cumberland Avenue		Medium	none	1000	1			1		1	1					
Melting Pot	111 N. Central Street		Unacceptable	68	none	1			1		1	1		Y	Maintenance issues DW to GT or direct to sewer Insufficient GCE No flow restrictor		
Menchie's Frozen Yogurt	234 Brookview Centre Way		Unacceptable	74	none	6			6		6	6		Y	Maintenance issues No flow restrictor		
Mer-Mer's Bakery	617 North Gay Street		High	40	none	2			1		2	1					
Messiah Lutheran Church	6900 Kingston Pike		Low	none	1000	1		1			1						
Metro Village Market	2410 Martin Luther King Boulevard	NO	Low	none	2000	1		1			1					FSF is closed.	
Mi Pais	408 E. Inskip Drive		High	40	none	1		1			1			Y			
Mi Pueblo	1645 Downtown West Boulevard Suite 118		Medium	60	none	1		1			1						
Mick'Os	5210 E. Schubert Road Suite E	NO	Low	none	none	1		1			1					No food production at facility.	
Middlebrook Market & Deli	2902 Middlebrook Pike		Medium	40	none	2	1		1		2	1		Y			
Midway Rehab Center	1515 Magnolia Avenue		Unacceptable	70	none	1		1			1			Y	DW to GT or direct to sewer Insufficient GCE		
Milano Pizza & Mediterranean Food	4409 Chapman Highway		Unacceptable	8	none	1	1				1			Y	No flow restrictor		
Misaki Japanese Steak House	8207 Kingston Pike		High	none	2000	1					1						
Moe's Southwest Grill	1800 Cumberland Avenue		High	40	none	1		1			1						
Mojoe's Trilside Coffee House	2920 Sutherland Avenue	NO	Low	40	none	4			4		4	4				FSF is closed.	
Mojos Southside Market	1316 Maryville Pike	NO	Low	50	none	1			1		1	1				No food production at facility.	
Monterrey Mexican Restaurant	105 Cedar Lane		Medium	none	1500	2		1	1		2	1					
Mooreland Heights Elementary School	5315 Magazine Road		Unacceptable	25	none	1		1			1			Y	DW to GT or direct to sewer		
Mooyah Burgers	7301 Kingston Pike		Medium	none	1500	2		1	1		2	1					
Moriconi's Pizzeria & Grill	1710 Cumberland Avenue	NO	Low	50	none	1		1			1					FSF is closed.	
Motel 6	5640 Merchant Center Drive	NO	Low	none	none	1		1			1					No food production at facility.	
Motel 6	1550 Cracker Barrel Lane	NO	Low	none	none	1		1			1					No food production at facility.	
Mount Moriah FBH Church	2001 Western Avenue		Medium	none	1000	3	1		2		3	2					
Mount Olive Baptist Church	2500 Maryville Pike		Unacceptable	none	2000	1		1			1				One manhole		
Mount Olive Elementary School	2507 Maryville Pike		Medium	none	800	1		1			1						
Ms. D's Restaurant	2223 McCalla Avenue	NO	Low	40	none	2		1	1		2	1				FSF is closed.	
My Village CDC	1600 Willoughby Road	NO	Low	50	none	1		1			1					FSF is closed.	
Nagoya Express Japanese Grill	815 Mechants Drive		Medium	40	none	1			1		1	1					
Nama Sushi Bar	506 S. Gay Street		Unacceptable	200	none	3		1	2		3	2		Y	Maintenance issues DW to GT or direct to sewer No flow restrictor		
Nama Sushi Bar	5130 Kingston Pike		Medium	none	1500	1		1			1						
Naples Italian Restaurant	5500 Kingston Pike		Medium	none	2500	3		1	1	1	2	1					2,500 gal. GI
Napoli Pizza & Grill	4409 Chapman Highway	NO	Low	10	none	2			2		2	2			One manhole	FSF is closed.	
National Fitness Center	8511 Walbrook Drive		High	80	none	3	1			2	1						(2) 40 lb. GTs

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National Guard Armory/ Kitchen	3330 Sutherland Avenue		Unacceptable	100	none	1		1			1			Y	Maintenance issues Deteriorating No flow restrictor		
New Amsterdam Bar & Grill	1836 Cumberland Avenue	NO	Low	38	none	1			1		1	1				FSF is closed.	
New China Restaurant	5003 Clinton Highway		Unacceptable	60	none	1			1		1	1		Y	DW to GT or direct to sewer		
NHC Healthcare	809 E. Emerald Avenue		Unacceptable	150	none	1			1		1	1		Y	Maintenance issues DW to GT or direct to sewer No flow restrictor		
NHC Healthcare of Ft. Sanders	2120 Highland Avenue		Medium	none	3000	1			1		1	1					
Niro's Gyros	711 17th Street	NO	Low	40	none	1		1			1					FSF is closed.	
Nixon's Deli	5716 Kingston Pike		Unacceptable	20	none	1		1			1			Y	Insufficient GCE No flow restrictor		
Nixon's Deli	7419 Middlebrook Pike Suite 106		Medium	none	1500	3		1			3	2					
Nixon's Deli	508 Merchants Drive		High	20	none	1			1		1	1					
Noodles & Company	1700 Cumberland Avenue		Medium	none	1500	1			1		1	1					
North Corner Sandwich Shop	2400 N. Central Street		Medium	40	none	1		1			1						
Northwest Middle School	5301 Pleasant Ridge Road		Unacceptable	none	1000	1		1			1				One manhole		
Norwood Elementary School	1909 Merchants Drive		Medium	none	1500	1		1			1						
Not Watson's	15 Market Square		Medium	none	1500	1				1							1,500 gal. GI
NV Nightclub	125 E. Jackson Avenue		Unacceptable	440	none	1			1		1	1		Y	DW to GT or direct to sewer	No cooking	
Oak Grove Lounge	6324 Asheville Highway	NO	Low	none	none	1		1			1					FSF is closed.	
Oakwood Senior Living	232 E. Churchwell Avenue		Medium	none	2000	2	1			1	1						2,000 gal. GI
Oasis Buffet	2011 North Broadway		Unacceptable	95	none	3		1	2		3	2		Y	Maintenance issues DW to GT or direct to sewer Deteriorating No flow restrictor		
O'Charley's	8077 Kingston Pike		Unacceptable	none	1500	2		1	1		2	1			One manhole		
O'Charley's	117 Cedar Lane		Unacceptable	none	1000	2			2		2	2			One manhole		
O'Charley's	3050 South Mall Road		Medium	none	1500	1		1			1						
Okee Dokee Market	2520 Loves Creek Road	NO	Low	40	none	1		1			1					FSF is closed.	
Old City Java	109 S. Central Street		Unacceptable	30	none	1		1			1			Y	Maintenance issues Insufficient GC		
Olive Garden Restaurant	7206 Kingston Pike		High	none	1000	1			1		1	1					
Olivet Baptist Church	4701 Pleasant Ridge Road		Low	none	1000	1			1		1	1					
Oodles Restaurant	18 Market Square		Unacceptable	50	none	2			2		2	2		Y	Maintenance issues DW to GT or direct to sewer Deteriorating Insufficient GCE		
Open Chord	8502 Kingston Pike		Medium	40	none	1	1				1						
Orange Leaf	36 Market Square		Low	40	none	3		2	1		3	1				FSF is closed.	
Orange Sports Grill	5512 Clinton Highway	NO	Low	none	1000	1		1			1					FSF is closed.	
Orangerv, The	5412 Kingston Pike		Medium	40	2000	1			1		1	1					
Oriental Express	3001 Knoxville Center Drive		Unacceptable	50	none	2			2		2	2		Y	Maintenance issues Insufficient GCE No flow restrictor		
Original Freeze, The	1305 N. Central Avenue		High	20	none	1			1		1	1					
Osaka Grill & Sushi Buffet	4009 Chapman Highway	NO	Low	none	1500	1		1			1					FSF is closed.	
Osaka Hibachi & Sushi	3349 Sutherland Avenue Suite 101		Medium	none	2000	3		1	2		3	2					
Oscar's Restaurant Fine Italian Cuisine	1840 Cumberland Avenue		Unacceptable	80	none	1			1		1	1		Y	No flow restrictor		
Oscars Taco Shop	2121 Cumberland Avenue Suite 101		Medium	none	1500	2	1		1		2	1					
Our Place	4710 Old Broadway Street		Medium	14	none	1			1		1	1					
Outback Steakhouse	314 A Merchants Drive		Unacceptable	none	1000	4			4		4	4		Y	Maintenance issues One manhole		
Outback Steakhouse	7400 Sawyer Lane		Medium	none	3000	1			1		1	1					
Outlook, The	716 20th Street	NO	Medium	none	none	1		1			1					FSF is closed.	
Ozzy's Place	5903 Chapman Highway		Unacceptable	18	none	1	1				1			Y	Insufficient GCE No flow restrictor		
Panasonic Electronic Devices Corporation	5105 South National Drive	NO	Low	30	none	1		1			1					FSF is closed.	
Panda Chinese Restaurant	4424 Western Avenue		Unacceptable	80	none	1			1		1	1			One manhole		
Panda One	7741 S. Northshore Drive Ste. 101	NO	Low	none	1500	1		1			1					FSF is closed.	

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Panera Bread	4855 Kingston Pike		Unacceptable	none	1000	2		1	1		2	1			Maintenance issues		
Panera Bread	2000 Cumberland Avenue		Medium	none	1000	1		1			1						
Panera Bread	4893 N. Broadway		Medium	none	2000	1		1			1						
Papa John's Pizza	6213 Riverview Crossing		Medium	100	none	1		1			1						
Papa John's Pizza	2901 Tazewell Pike		Unacceptable	14	none	1		1			1			Y	Maintenance issues Insufficient GCE Impeded access to GCE		
Papa John's Pizza	7036 Kingston Pike		Medium	70	none	3		2	1		3	1					
Papa John's Pizza	1819 Lake Avenue		Unacceptable	100	none	1		1			1			Y	Maintenance issues Deteriorating No flow restrictor		
Papa Murphy's Pizza	4409 Chapman Highway Suite U		Unacceptable	30	none	3			3		3	3		Y	Insufficient GCE No flow restrictor		
Papa Murphy's Pizza	5214 N. Broadway		Unacceptable	30	none	2			2		2	2		Y	Maintenance issues Insufficient GCE No flow restrictor		
Papa Murphy's Pizza	6631 Clinton Highway		Unacceptable	40	none	2			2		2	2		Y	Maintenance issues No flow restrictor		
Papa Murphy's Pizza	4801 Kingston Pike	NO	Low	40	none	1			1		1	1				FSF is closed.	
Papermill Market & Deli	4615 Papermill Road	NO	Low	none	none	1		1			1					No food production at facility.	
Parkridge Harbor	1501 E. Fifth Avenue		Unacceptable	none	1500	1			1		1	1			One manhole		
Parkview Independent Living	5405 Colonial Circle		Medium	none	1000	1		1			1						
Patrick Sullivans Steakhouse	100 N. Central Street	NO	Low	40	none	1		1			1					FSF is closed.	
Paul's Oasis	8021 Kingston Pike		Unacceptable	70	none	2			2		2	2		Y	Maintenance issues DW to GT or direct to sewer No flow restrictor		
Pavillion 117	5616 Merchant Center Boulevard	NO	Low	none	1500	3		1	2		3	2				FSF is closed.	
Payne Baptist Church	2714 Martin Luther King Avenue		Medium	40	none	1		1			1						
Pee Wees Diner	5702 Rutledge Pike	NO	Low	40	none	1		1			1					FSF is closed.	
Pelanco's Mexican Grill	1516 Downtown West Boulevard		Medium	none	1500	1		1			1						
Penn Station Subs	7025 Kingston Pike		Medium	none	1500	3	1	1		1	2						1,500 gal. GI
Penn Station Subs	2121 Cumberland Avenue	NO	Low	40	none	1			1		1	1				FSF is closed.	
Penn Station Subs	4909 N. Broadway Street		Medium	50	none	1			1		1	1		Y			
Perfect Place, The	3202 Martin Luther King Avenue	NO	Low	none	none	1		1			1					FSF is closed.	
Pero's On The Hill	7706 S. Northshore Drive		High	200	none	1		1			1						
Pete's Coffee Shop	540 Union Avenue		Medium	none	1500	2		1	1		2	1					
Petros Chili & Chips	7005 Kingston Pike		Unacceptable	30	none	2			2		2	2		Y	Maintenance issues Deteriorating Insufficient GCE No flow restrictor		
Petros Chili & Chips	7600 Kingston Pike		Medium	40	none	1			1		1	1					
Petros Chili & Chips	3001 Knoxville Center Drive Suite 2229		High	40	none	2			2		2	2					
PF Changs China Bistro Inc.	6741 Kingston Pike		Medium	none	1000	2					2						
Phatz Sports Bar & Grill	3920 Asheville Highway	NO	Low	none	1000	1		1			1					FSF is closed.	
Philippine Connection Carry Out	3225 Magnolia Avenue	NO	Low	40	none	1		1			1					FSF is closed.	
Philippine Egg Roll Express	3625 Western Avenue		Medium	40	none	3			3		3	3					
Philly Pretzel	8445 Walbrook Drive		Medium	100	none	2	1			1	1						100 lb. GT
Pilot	3615 Sutherland Avenue		Unacceptable	20	none	1			1		1	1		Y	Maintenance issues Insufficient GCE No flow restrictor		
Pilot Food Mart	100 Merchants Drive		Medium	50	none	1			1		1	1					
Pilot Food Mart	2218 Cumberland Avenue		Medium	40	none	1			1		1	1					
Pilot Food Mart	4603 Chapman Highway		Unacceptable	14	none	2			2		2	2		Y	Maintenance issues Insufficient GCE		
Pilot Food Mart	4800 N. Broadway		Medium	40	none	2			2		2	2					
Pilot Travel Center	7210 Strawberry Plains Pike		Medium	70	none	3	1		2		3	2		Y			
Pint House, The	815 Merchants Drive		Unacceptable	20	none	3			3		3	3		Y	Maintenance issues DW to GT or direct to sewer Insufficient GCE No flow restrictor		

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Pizza Hut	212 Cedar Lane		Unacceptable	none	1000	1			1		1	1			One manhole		
Pizza Hut	4100 Asheville Highway		Unacceptable	40	none	2			2		2	2		Y	Maintenance issues DW to GT or direct to sewer Deteriorating No flow restrictor		
Pizza Hut	5338 Millertown Pike		Medium	none	1000	1		1			1						
Pizza Hut	5701 Western Avenue		Unacceptable	40	none	1			1		1	1		Y	DW to GT or direct to sewer No flow restrictor		
Pizza Hut	2405 Chapman Highway		Unacceptable	34	none	1			1		1	1		Y	DW to GT or direct to sewer Insufficient GCE Impeded access to GCE No flow restrictor		
Pizza Hut	7017 Kingston Pike		Unacceptable	50	none	2			2		2	2		Y	DW to GT or direct to sewer Deteriorating Insufficient GCE Impeded access to GCE No flow restrictor		
Pizza Inn	5420 Clinton Highway		Unacceptable	none	1000	1			1		1	1		Y	DW to GT or direct to sewer One manhole		
Pizza Palace	3132 Magnolia Avenue		Medium	100	none	1		1			1						
Pizza Plus	210 Andrew Johnson Highway		Medium	30	none	1			1		1	1					
Plaid Apron, The	1210 Kenesaw Avenue		Medium	none	1500	1		1			1						
Pleasant Ridge Elementary	3013 Walnoaks Road		Medium	none	1500	1		1			1						
PM's Lounge	1604 N. Sixth Avenue	NO	Low	40	none	1		1			1					FSF is closed.	
Pond Gap Elementary	1400 Hollywood Drive		Medium	none	2000	1		1			1						
Pop Culture	3341 Sutherland Avenue		Medium	20	none	1	1				1						
Popeye's	4801 Clinton Highway		Medium	none	2000	1				1							2,000 gal. GI
Poulavah Hut	1931 Magnolia Avenue	NO	Low	40	none	1		1			1					FSF is closed.	
Preservation Pub	28 Market Square		Medium	74	none	1			1		1	1					
Pride & Joy Children's Academy	4418 Kingston Pike		Medium	40	none	1		1			1						
Prime Time Hot Dogs	800 S. Gay Street		Medium	30	none	3			3		3	3					
Puleo's Grille	110 Cedar Lane		Medium	none	2000	1			1		1	1					
Puleo's Grille	7224 Region Lane		Unacceptable	none	1000	1			1		1	1		Y	Maintenance issues One manhole		
Puleo's Grille	242 Morrell Road	NO	Low	none	3000	2		2			2					FSF is closed.	
Pup's Pit BBQ	7660 S. Northshore Drive		Low	50	none	1		1			1					FSF is closed.	
Qdoba Mexican Grill	7339 Kingston Pike		Medium	none	1500	2		1	1		2	1					
Quality Bakers	4529 Holston Drive		Medium	100	none	1			1		1	1					
Quality Inn	117 Cedar Lane		Medium	40	none	2		1	1		2	1					
Quality Turkish Market	8078 Kingston Pike		Low	40	none	1				1							40 lb. GT
Quik Stop	815 Baxter Avenue		Low	20	none	1	1				1			Y			
Raceway	4418 Western Avenue		Unacceptable	30	none	1			1		1	1		Y	Insufficient GCE No flow restrictor		
Rage 'N Rebel Bar & Grill	1812 Maryville Pike	NO	Medium	30	none	1		1			1					FSF is closed.	
Ramada Inn	7737 Kingston Pike		Unacceptable	14	none	1			1		1	1		Y	Maintenance issues DW to GT or direct to sewer		
Ramsey's Restaurant	5331 Central Avenue Pike	NO	Low	none	1500	1		1			1					FSF is closed.	
Range House Restaurant	4721 Old Broadway Avenue	NO	Low	none	1000	2			2		2	2				FSF is closed.	
Rankin Restaurant	2200 N. Central Avenue		High	none	1000	1		1			1						
Red Fez Deli Express	3201 Magnolia Avenue		High	10	none	2			2		2	2					
Red Lobster	305 Merchants Road		Medium	none	1000	3		1	2		3	2					
Red Lobster	8040 Kingston Pike		High	none	3000	1		1			1						
Red Mango	7600 Kingston Pike	NO	Low	40	none	1		1			1					FSF is closed.	
Red Onion Pizza & Sub	3625 Sutherland Avenue		Unacceptable	20	none	1			1		1	1		Y	Insufficient GCE No flow restrictor		
Red Roof Inn	1315 Kirby Road		Medium	100	none	1				1							100 lb. GT
Redemption Church	3550 Pleasant Ridge Road	NO	Low	40	none	1			1		1	1				No food production at facility.	
Regal Cinemas Downtown	510 S. Gay Street		Unacceptable	50	none	1		1			1			Y	Maintenance issues No flow restrictor		
Regal Downtown West 8	1640 Downtown West Boulevard		Medium	30	none	1		1			1						

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Regal Entertainment Group	7600 Kingston Pike		Unacceptable	40	none	2			2		2	2		Y	Maintenance issues No flow restrictor		
Regal Theatre	3001 Knoxville Center Drive		Medium	30	none	1			1		1	1					
Relax Inn	5334 Central Avenue Pike	NO	Low	none	none	1	1				1					FSF changed names.	
Relix Variety	1208 N. Central Street		High	none	2500	1		1			1						
Richard Yoakley Elementary School	4415 Washington Pike		Unacceptable	none	200	1		1			1			Y	Insufficient GCE No flow restrictor One manhole		
Rick's Place	1525 Downtown West Boulevard Suite 7	NO	Low	none	1000	1		1			1					FSF is closed.	
Ridgedale Elementary School	4600 Ridgedale Road		Unacceptable	30	none	1		1			1			Y	Insufficient GCE		
Rita's Bakery	3023 Tazewell Pike		Low	none	1500	1		1			1						
Rita's Water Ice	26 Market Square		Medium	40	none	1		1			1						
Rite Stop Food Mart	441 Dutch Valley Road		Medium	40	none	1		1			1						
Ritta Elementary School	6228 Washington Pike		Unacceptable	none	800	1			1		1	1			One manhole		
River Dog Bakery	7741 S. Northshore Drive	NO	Low	40	none	1		1			1					FSF is closed.	
River Dog Bakery	5201 Kingston Pike		Unacceptable	40	none	1	1				1			Y	Maintenance issues No flow restrictor		
Riverside Market	2100 Riverside Drive		Unacceptable	20	none	2			2		2	2		Y	Insufficient GCE No flow restrictor		
Riverview News Stand	901 S. Gay Street		Medium	40	none	1	1				1			Y			
Roadway Inn	814 Brakebill Road	NO	Low	none	none	1		1			1					No food production at facility.	
Roaming Gnome Pub & Eatery, The	716 20th Street	NO	Low	100	none	1		1			1					FSF is closed.	
Rocky Hill Elementary School	1200 Morrell Road		Unacceptable	none	1000	1			1		1	1			One manhole		
Romano's Macaroni Grill	7723 Kingston Pike	NO	Low	none	1000	1		1			1					FSF is closed.	
Roosters	7585 Northshore Drive		Unacceptable	80	none	5			5		5	5		Y	DW to GT or direct to sewer		
Roseberry Baptist Church	2920 Roseberry Road		Unacceptable	10	none	1		1			1			Y	Maintenance issues DW to GT or direct to sewer Insufficient GCE No flow restrictor		
Roundup Restaurant & Ice Cream Parlor	3643 Sevierville Pike		Unacceptable	40	none	1		1			1			Y	Maintenance issues Impeded access to GCE No flow restrictor		
Ruby Tuesday's	750 Brakebill Road	NO	Low	none	1500	1			1		1	1				FSF is closed.	
Ruby Tuesday's	4834 N. Broadway		Medium	none	1000	2			2		2	2					
Ruby Tuesday's	6606 Clinton Highway	NO	Low	none	1000	1			1		1	1				FSF is closed.	
Rumorz	1820 Cumberland Avenue	NO	Low	140	none	1		1			1					FSF is closed.	
Ruth's Chris Steakhouse	950 Volunteer Landing		Medium	none	1000	1			1		1	1					
Ryan's	213 Cedar Lane	NO	Low	none	1000	1		1			1					FSF is closed.	
S & S Cafeteria	4808 Kingston Pike		Medium	none	1500	1		1			1						
Sacred Heart Cathedral	711 Northshore Drive		Unacceptable	none	2500	1		1			1				GCE malfunction		
Saint Joseph School Cafeteria	1810 Howard Road		Low	none	1500	1		1			1						
Salad Works	7600 Kingston Pike	NO	Low	100	none	1		1			1					FSF is closed.	
Salsarita's	5224 N. Broadway		Medium	none	2000	1		1			1						
Salsarita's Fresh Cantina	100 Jack Dance Street		High	none	1500	1			1		1	1					
Salvation Army Kitchen	409 N. Broadway		Unacceptable	none	1000	1			1		1	1			One manhole		
Sam & Andy's	2613 West Adair Drive		Medium	40	none	1		1			1						
Sam E. Hill Elementary School	1725 Delaware Avenue		Unacceptable	150	none	2		2			2			Y	Maintenance issues DW to GT or direct to sewer		
Sam's Café	603 W. Main Street	NO	High	80	none	1		1			1					FSF is closed.	
Sam's Club	8435 Walbrook Drive		Medium	none	3000	1			1		1	1					
Sam's Club	2920 Knoxville Center Drive		Medium	none	4000	1			1		1	1					
Sam's Restaurant and Deli	4405 N. Broadway		Unacceptable	100	none	2			2		2	2		Y	DW to GT or direct to sewer No flow restrictor		
Sapphire Restaurant	428 S. Gay Street		Unacceptable	40	none	2		1	1		2	1		Y	Maintenance issues DW to GT or direct to sewer		
Sarah Moore Green Elementary School	3001 Brooks Road		Medium	none	2000	1		1			1						
Sarku	7600 Kingston Pike		Medium	60	none	2		2			2						
Sarku	3001 Knoxville Center Drive Suite 2227		Medium	100	none	1		1			1						
Sassy Ann's	820 N. Fourth Avenue		Unacceptable	40	none	1			1		1	1		Y	Maintenance issues DW to GT or direct to sewer		

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Save A Lot	3840 Holston Drive		Unacceptable	28	none	1		1			1			Y	Maintenance issues Insufficient GCE No flow restrictor		
Save A Lot	2003 N. Broadway Avenue		Unacceptable	50	none	1		1			1			Y	No flow restrictor		
Savelli's Italian Restaurant	3055 Sutherland Avenue		Unacceptable	50	none	1			1		1	1		Y	DW to GT or direct to sewer		
Sbarro	3001 Knoxville Center Drive	NO	Medium	40	none	1		1			1					FSF is closed.	
Sbarro's	7600 Kingston Pike		High	40	none	1		1			1						
Scott's Deli and Ice Cream	4700 Asheville Highway		Medium	200	none	5		2	2	1	4	2					200 lb. GT
Scrugg's Real Pit Bar B Q	1920 East Magnolia Avenue	NO	Low	40	none	1		1			1					FSF is closed.	
Scrumps Cupcakes	106 Hotel Street	NO	Low	40	none	1		1			1					FSF is closed.	
Scrumps Cupcakes	106 Hotel Road		High	40	none	1	1				1			Y			
Seasons Restaurant	5018 Kingston Pike	NO	Low	none	2500	1		1			1					FSF is closed.	
Senior Citizen Home Assistance Service	215 Bearden Place		High	none	2500	2		1	1		2	1					
Senor Taco	3325 N. Broadway		Unacceptable	50	none	1			1		1	1		Y	DW to GT or direct to sewer No flow restrictor		
Sequoyah Elementary School	942 Southgate Road		Medium	none	1000	1			1		1	1					
Serene Manor Hospital	970 Wray Street		Medium	none	1500	1		1			1						
Sergeant Pepperoni's Pizza	4618 Kingston Pike		Unacceptable	50	none	3			3		3	3		Y	Maintenance issues		
Seventeenth Street Market & Deli	115 17th Street		Unacceptable	40	none	1		1			1			Y	No flow restrictor		
Sevier Heights Baptist Church	3232 Alcoa Highway		High	none	1000	1			1		1	1					
Shannondale Asstisted Living	801 Vanosdale Road		Medium	none	2000	1		1			1						
Shannondale Elementary School	5316 Shannondale Road		Medium	none	1500	1			1		1	1					
Shannondale Health Care	7424 Middlebrook Pike		Medium	none	1000	1		1			1						
Shannondale Rehabilitation Facility	7512 Middlebrook Pike		Medium	none	2100	1				1							2,000 gal. GI
Shoney's	4410 Western Avenue		Medium	none	1500	1			1		1	1					
Shoneys	4020 Rutledge Pike		Medium	none	1500	1		1			1						
Shoney's	4032 N. Broadway		Medium	none	2000	1		1			1						
Shoney's	2612 Chapman Highway		Medium	none	1500	1		1			1						
Shoney's	2612 Chapman Highway		Medium	none	1000	1			1		1	1					
Shono's in City	5 Market Square		Low	50	none	2		1	1		2	1				FSF is closed.	
Shri Swaminarayan Mander	602 Brakebill Road		Low	none	1000	2					2						
Shrimp Dock, The	5210 Kingston Pike		Medium	none	1000	1			1		1	1					
Shuck Raw Bar	5200 Kingston Pike		Medium	none	1500	1	1				1						
Shuck Raw Bar	135 S. Gay Street		Unacceptable	50	none	1	1				1			Y	Maintenance issues DW to GT or direct to sewer		
Sitar Fine Indian Cuisine	6004 Kingston Pike		Unacceptable	none	1000	4			4		4	4		Y	Maintenance issues One manhole		
Sixth Avenue Market & Deli	1607 N. Sixth Avenue		Medium	40	none	1		1			1						
Skate Town	5713 North Broadway Street		Medium	20	none	2		1	1		2	1					
Sky Box	415 S. Gay Street		Unacceptable	none	none	1	1				1			Y	DW to GT or direct to sewer No flow restrictor		
Smithwood Baptist Church	4914 Jacksboro Pike	NO	Low	none	none	1		1			1			Y		Evaluating if GCE is needed.	
Smoke Box, The	2827 Magnolia Avenue		Medium	none	1000	2		1	1		2	1					
Smoky Mountain BBQ	7600 Kingston Pike	NO	Low	50	none	1		1			1					FSF is closed.	
Smoky Mountain VFW	734 Fourth Avenue		Medium	40	none	2			2		2	2					
Snappy Tomato Pizza	2806 Schaad Road	NO	Unacceptable	50	none	1			1		1	1		Y	Maintenance issues No flow restrictor	FSF changed ownership.	
Snappy Tomato Pizza	5908 Washington Pike		High	none	1500	1		1			1						
Snappy Tomato Pizza	5905 Kingston Pike	NO	Low	50	none	1		1			1					FSF is closed.	
Snappy Tomato Pizza	2806 Schaad Road		Unacceptable	50	none	2		1	1		2	1		Y	Maintenance issues No flow restrictor		
Soccer Taco	9 Market Square		Medium	40	2000	1		1			1						
Soccer Taco and Catering	6701 Kingston Pike		High	none	1500	1		1			1						
Son Kids	2311 Fine Street	NO	Low	none	none	1		1			1					FSF is closed.	
Sonic Drive In	5722 Kingston Pike		Medium	none	1500	1		1			1						
Sonic Drive In	3307 N. Broadway		Unacceptable	none	1000	2			2		2	2		Y	Maintenance issues One manhole		
Sonic Drive In	4515 Chapman Highway		Unacceptable	none	1000	2			2		2	2			One manhole		
Sonic Drive In	2742 Schaad Road		Medium	none	1500	1		1			1						
Sonic Drive In	5003 Millertown Pike		Medium	none	1500	1		1			1						

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Sonic Drive-In	5103 N. Broadway		Medium	none	1000	1			1		1	1					
Soups and Scoops	4720 Western Avenue	NO	Low	40	none	1		1			1					FSF is closed.	
South Knoxville Elementary School	801 Sevier Avenue		Unacceptable	80	none	2		1	1		2	1		Y	DW to GT or direct to sewer Impeded access to GCE No flow restrictor		
Southbound Bar & Grill	106 S. Central Street	NO	Low	40	none	1		1			1					No food production at facility.	
South-Doyle Middle School	3900 Decatur Avenue		Medium	none	1000	1		1			1						
Southern Railway Depot	318 W. Depot Avenue		Low	none	1000	1		1			1						
South's Finest Chocolate	1060 Worlds Fair Park Drive	NO	Low	20	none	1		1			1					FSF is closed.	
Southside Bar	125 A East Moody Avenue	NO	Low	none	none	1		1			1					No food production at facility.	
Spice Rack, The	7727 Kingston Pike	NO	Low	none	1000	1		1			1					FSF is closed.	
Spring Hill Elementary School	4711 Mildred Drive		Medium	none	1000	1		1			1						
St. John's Cathedral	413 W. Cumberland Avenue		Medium	none	1500	2			2		2	2					
Starbucks Coffee	7222 Region Lane	NO	Low	none	1500	1		1			1					FSF is closed.	
Starbucks Coffee	2017 Cumberland Avenue		Medium	none	1500	1			1		1	1					
Starbucks Coffee	116 Merchant Drive		Medium	none	1500	2			2		2	2					
Starbucks Coffee	501 W.Church Avenue		Unacceptable	30	none	3			3		3	3		Y	Maintenance issues Insufficient GCE No flow restrictor		
Starbucks Coffee	7803 Montvue Drive		Medium	none	1500	1			1		1	1					
Starbucks Coffee	4924 Kingston Pike		Medium	none	1500	1		1			1						
Steak Out	7836 Kingston Pike	NO	Low	47	none	1		1			1					FSF is closed.	
Steamboat Sandwiches	7 Market Square		Low	20	none	3		1	2		3	2				FSF is closed.	
Stefano's Chicago Style Pizza	1937 Cumberland Avenue		Unacceptable	150	none	2			2		2	2		Y	Maintenance issues DW to GT or direct to sewer Insufficient GCE		
Sterchi Elementary School	900 Oaklett Drive		Medium	none	1500	1		1			1						
Stillhouse Tavern	4921 Homberg Drive Suite E		Medium	200	none	2	1			1	1						200 lb. GT
Stir Fry Café	7240 Kingston Pike		Unacceptable	30	none	1			1		1	1		Y	Maintenance issues DW to GT or direct to sewer No flow restrictor		
Stock & Barrel	35 Market Square		High	140	none	1	1				1			Y			
Stop N' Go Market	2110 Brooks Road		Unacceptable	30	none	1		1			1			Y	Maintenance issues Insufficient GCE No flow restrictor		
Strike & Spare Bowling Center	3315 N. Broadway		Medium	40	none	1		1			1						
Strike & Spare Family Fun Center	5700 Western Avenue		High	40	none	1			1		1	1					
Studio X	1931 Cumberland Avenue	NO	Low	none	none	1	1				1			Y		FSF is closed.	
Subway	7600 Kingston Pike		High	8	none	1			1		1	1					
Subway	4803 N. Broadway		Medium	40	none	2		1	1		2	1					
Subway	1325 N. Cherry Street		High	20	none	1		1			1						
Subway	3001 Knoxville Center Drive		High	20	none	1			1		1	1					
Subway	7701 Northshore Drive		Unacceptable	20	none	1			1		1	1		Y	Maintenance issues Insufficient GCE Impeded access to GCE		
Subway	7327 Kingston Pike		Unacceptable	30	none	2			2		2	2		Y	Maintenance issues Deteriorating Insufficient GCE		
Subway	25 Market Square		Unacceptable	20	none	1		1			1			Y	Deteriorating Insufficient GCE		
Subway	5501 Middlebrook Pike		Unacceptable	40	none	1		1			1			Y	Deteriorating		
Subway	3317 Sutherland Avenue		Medium	50	none	1		1			1						
Subway	8445 Walbrook Drive	NO	Medium	none	1500	1		1			1					Walmart maintains this GCE.	
Subway	6217 Riverview Crossing		High	30	none	1			1		1	1					
Subway	3105 Alcoa Highway		High	8	none	1		1			1						
Subway	8605 Walbrook Drive		Unacceptable	20	none	2			2		2	2		Y	Maintenance issues Deteriorating Insufficient GCE		
Subway	5201 Kingston Pike		High	30	none	3		1	2		3	2					
Subway	4436 Western Avenue		High	17	none	1			1		1	1					

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Subway	2625 N. Broadway		High	30	none	2			2		2	2					
Subway	2104-1 Cumberland Avenue		Medium	30	none	1			1		1	1					
Subway	3708 Chapman Highway		High	30	none	2			2		2	2		Y			
Subway	2734 Schaad Road		Unacceptable	30	none	1			1		1	1		Y	Insufficient GCE No flow restrictor		
Subway	314 C Merchants Drive		Unacceptable	30	none	2			2		2	2		Y	Maintenance issues Deteriorating Insufficient GCE		
Sugar Shack, The	3001 Knoxville Center Drive Suite 1236	NO	Low	none	3000	1		1			1					FSF is closed.	
Sugarbuzz Bakery	313 Forest Park Boulevard		Medium	30	none	1		1			1						
Sullivans at Rocky Hill	7545 S. Northshore Drive		Unacceptable	none	1000	4			4		4	4		Y	Maintenance issues One manhole		
Sunnyview Primary School	412 Bagwell Lane		Medium	none	1500	1		1			1						
Sunspot	1909 Cumberland Avenue	NO	Low	40	none	1		1			1					FSF is closed.	
Sunspot	2200 Cumberland Avenue		Medium	none	1500	1			1		1	1					
Super 8 Motel	341 Merchants Drive	NO	Medium	none	none	1	1				1					No food production at facility.	
Super 8 Motel	7585 Crosswood Boulevard	NO	Low	none	none	1		1			1					No food production at facility.	
Super Dollar Discount Foods	4302 Asheville Avenue	NO	Low	none	1000	1		1			1					FSF is closed.	
Super Mario	736 N. Broadway		Medium	none	1500	1		1			1						
Surin of Thailand	6213 Kingston Pike		Medium	none	2000	1			1		1	1					
Susan's Happy Hour	1482 Amherst Road		High	8	none	1	1				1			Y			
Sutherland Deli	2608 Sutherland Avenue Lot D		Unacceptable	14	none	2			2		2	2		Y	Insufficient GCE No flow restrictor		
Suttree's High Gravity Tavern	409 S. Gay Street		Unacceptable	140	none	5			4	1	4	4		Y	Maintenance issues No flow restrictor		100 lb. GT
Sweet P's BBQ	410 W. Jackson Avenue		Medium	none	none	1				1							2,000 gal. GI
Sysco Food Company	900 Tennessee Avenue		Medium	none	1000	1		1			1						
Szechuan Garden	4211 Chapman Highway		Medium	none	1500	1		1			1						
Taco Bell	2085 N. Broadway		Unacceptable	none	1000	1			1		1	1			One manhole		
Taco Bell	5322 Millertown Pike		Medium	none	1000	2			2		2	2					
Taco Bell	4854 N. Broadway		Unacceptable	none	1000	2		1	1		2	1			One manhole		
Taco Bell	7600 Kingston Pike		Medium	40	none	3			3		3	3					
Taco Bell	4413 Western Avenue		Medium	none	1500	1		1			1						
Taco Bell	1900 Cumberland Avenue		Medium	none	1500	1		1			1						
Taco Bell	6504 Chapman Highway		Unacceptable	none	1000	2			2		2	2		Y	Maintenance issues One manhole		
Taco Bell	3017 E. Magnolia Avenue	NO	Low	none	1000	1		1			1					FSF is closed.	
Taco Bell	7414 Kingston Pike		High	none	1000	3		1	2		3	2					
Taco Bell	8615 Walbrook Drive		Medium	none	1000	1		1			1						
Taco Bell	7211 Strawberry Plains Pike		Unacceptable	none	1000	1		1			1			Y	GCE malfunction		
Taco Bell	411 Merchants Drive		Unacceptable	none	1500	2		1	1		2	1			Maintenance issues		
Taco De Mexico	818 Beaumont Avenue B	NO	Low	20	none	1		1			1					FSF is closed.	
Tangerine Japanese Restaurant	5328 Millertown Pike		High	none	1500	1		1			1						
Taqueria Mexican Food	3701 Chapman Highway Suite B	NO	Low	40	none	1		1			1					FSF is closed.	
Target	5405 Washington Pike		High	none	1500	1		1			1						
Target	8040 Ray Mears Boulevard		Medium	140	none	2		1		1	1						70 lb. GT
Tate's Teenz & Tots	5304 Clinton Plaza Drive		Unacceptable	50	none	2		1	1		2	1		Y	Maintenance issues DW to GT or direct to sewer No flow restrictor		
Taylor Food & Deli	5708 Asheville Highway	NO	Low	40	none	1		1			1					FSF is closed.	
TD Barbecue	5306 Middlebrook Pike	NO	Low	40	none	1		1			1					FSF is closed.	
Teavana	7600 Kingston Pike		Low	50	none	1		1			1						
Tekoa Lounge	6659 Oak Ridge Highway	NO	Low	none	none	1		1			1					FSF is closed.	
Tennessee Riverboat Co	300 Neyland Drive		Unacceptable	50	none	1		1			1			Y	Maintenance issues DW to GT or direct to sewer		
Tennessee School For The Deaf	2725 Island Home Boulevard		Unacceptable	200	none	1		1			1			Y	DW to GT or direct to sewer Deteriorating		
Tennessee Theatre	604 S. Gay Street		Low	20	none	1			1		1	1					
Tennova	900 E. Oak Hill Avenue		Medium	none	3000	1		1			1						
Texas Roadhouse	120 Morrell Road		High	none	1500	1			1		1	1					

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Texas Roadhouse	3071 Kinzel Way		Medium	none	1500	1		1			1						
Thai'an	7600 Kingston Pike		Unacceptable	40	none	3	1		2		3	2		Y	Maintenance issues Deteriorating No flow restrictor		
That Burger Joint	3001 Knoxville Center Drive	NO	Low	50	none	1		1			1					FSF is closed.	
Three Bears, The	100 Bona Road	NO	Low	none	none	1		1			1					No food production at facility.	
Three Brothers Pizza	200 W. Woodland Avenue	NO	Low	40	none	1		1			1					FSF is closed.	
Three Ridges Golf Course	6101 Wise Springs Road		Medium	none	500	1			1		1	1					
Thumbs Up Market	2400 E. Magnolia		Medium	none	none	1	1				1						
Tienda Celestial Latina	2400 Coker Avenue	NO	Medium	none	none	1	1				1					No food production at facility.	
Tienda Nony	204 Cedar Lane		Unacceptable	30	none	3			3		3	3		Y	Maintenance issues Insufficient GCE No flow restrictor		
Time Out Deli & Market	1500 Magnolia Avenue		Unacceptable	14	none	2			2		2	2		Y	Maintenance issues Insufficient GCE Impeded access to GCE		
Time Warp Tea Room	1209 N. Central Avenue		Unacceptable	10	none	2			2		2	2		Y	Maintenance issues Insufficient GCE		
Time-Out Deli	1428 N. Central Street		Medium	80	none	1			1		1	1					
Tin Roof, The	1915 Cumberland Avenue	NO	Low	none	1000	1		1			1				One manhole	FSF is closed.	
Tin Roof, The	7428 Northshore Drive	NO	High	none	1000	2		1	1		2	1				FSF is closed.	
Tio Conejo	4406 N. Broadway		Medium	none	1500	1		1			1						
Toddy's Backdoor Tavern	4951 Kingston Pike	NO	Low	none	none	1		1			1					No food production at facility.	
Tomato Head	12 Market Square		Medium	none	1500	1		1			1						
Tomato Head	7240 Kingston Pike		Medium	none	1500	1		1			1						
Tomo Japanese Restaurant	7315 Kingston Pike		Unacceptable	120	none	1		1			1			Y	Maintenance issues DW to GT or direct to sewer Deteriorating Insufficient GCE No flow restrictor		
Toot's Little Honky Tonk	114 E. Anderson Avenue	NO	Low	none	none	1		1			1					No food production at facility.	
Town House Tavern	5712 Kingston Pike	NO	Low	none	none	1		1			1					FSF is closed.	
Tracy's Restaurant	3913 Western Avenue		Unacceptable	40	none	1		1			1			Y	Maintenance issues DW to GT or direct to sewer		
Tree & Vine, The	439 Union Avenue	NO	Low	none	none	1		1			1					No food production at facility.	
Triangle Market	3700 Boyds Bridge Pike	NO	Low	20	none	1		1			1					No food production at facility.	
Trinity Care Senior Living of Knoxville	4611 Asheville Hwighway		Medium	none	1500	1		1			1						
Trio Café	13 Market Square		Unacceptable	60	none	2		1	1		2	1		Y	DW to GT or direct to sewer Insufficient GCE		
Tropical Smoothie Cafe	8008 Kingston Pike		Unacceptable	none	1000	1			1		1	1			One manhole		
Tupelo Honey Café	1 Market Square		Unacceptable	80	1300	2	1			1	1				Maintenance issues No flow restrictor		1,000 gal. GI
Twin Peaks	135 Northshore Drive		High	none	2500	2	1			1	1						2,500 gal. GI
Two Sister's Sandwiches and Sweets	7409 Middlebrook Pike		Medium	40	none	2		1	1		2	1					
Union Place	116 S. Central Street	NO	Medium	30	none	1		1			1					FSF is closed.	
Upper Crust, The	800 S. Gay Street	NO	Medium	8	none	4		1	3		4	3				FSF changed ownership.	
UT Fred Brown Hall - Subway	2117 Andy Holt Avenue		Unacceptable	30	none	1	1				1			Y	Maintenance issues Insufficient GCE Impeded access to GCE No flow restrictor		
UT Fred Brown Hall - Tortilla Fresca	2117 Andy Holt Avenue		Unacceptable	30	none	1	1				1				Maintenance issues Insufficient GCE Impeded access to GCE No flow restrictor		
UT Hess Hall - Dipper's	1720 Melrose Place		Unacceptable	20	none	1	1				1			Y	Maintenance issues Insufficient GCE No flow restrictor		
UT Hess Hall KFC Express	1720 Melrose Place	NO	Low	20	none	2		1	1		2	1				FSF is closed.	

Facility Name	Address	Permitted User	Risk Rating	Trap Size (lbs.)	Interceptor Size (gallons)	Total Inspections	Initial Insepctions	Routine Inspections	Follow-up Inspections	Installation Inspection	Inspection Letters	NONCs	NOVs	GCE Under Review	GCE Potential Concern	Comments	GCE Installed during 2014
UT Hodges Library - Starbucks	1015 Volunteer Boulevard		Unacceptable	none	none	1	1				1			Y	DW to GT or direct to sewer No GCE		
UT Hospital	1924 Alcoa Highway		Medium	none	6000	1		1			1						
UT Mable's Café	2640 Morgan Circle		Medium	none	1500	1		1			1						
UT Morrill Hall	1038 20th Street		Medium	none	2000	1		1			1						
UT Presidential Court Bakery	1017 Francis Street		High	none	1500	1		1			1						
UT Presidential Court Cafeteria	1017 Francis Street		High	none	3000	1		1			1						
UT Quiznos AND Dunkin Donuts	1517 White Avenue		Medium	none	3000	1		1			1						
UT Raising Cane & Panda Express	1655 Cumberland Avenue		High	none	2000	2	1			1	1						2,000 gal. GI
UT Southern Kitchen	1527 White Avenue		Unacceptable	none	3000	1		1			1				Maintenance issues Impeded access to GCE		
UT Strong Hall	1621 Cumberland Avenue	NO	Low	none	4500	1		1			1					FSF is closed.	
UT Student University Center	1502 Cumberland Avenue		Medium	none	3000	1		1			1						
UT Thompson Boling Arena	1600 Phillip Fulmer Way		Medium	none	3000	1		1			1						
UT Varsity Inn	1311 Lake Loudon Boulevard	NO	Low	none	1000	1		1			1					FSF is closed.	
UT Welcome Center	2704 Neyland Drive		Medium	none	1500	1		1			1						
Vic & Bill's Deli	3553 N. Broadway	NO	Low	20	none	2		1	1		2	1				FSF is closed.	
Village Bakery	6202 Chapman Highway		Medium	200	none	2		1		1	1						200 lb. GT
Vine Middle Magnet School	1807 Martin Luther King, Jr. Avenue		Medium	none	1000	1		1			1						
Vinnys Market and Deli	941 Virginia Avenue		Unacceptable	20	none	2	1		1		2	1		Y	Insufficient GCE No flow restrictor		
Virginia College	5003 N. Broadway Avenue	NO	Low	none	none	1		1			1					No food production at facility.	
VNK Market	5417 Tazewell Pike		Medium	none	100	2			2		2	2					
Vol Market	3400 Western Avenue		Medium	40	none	1		1			1						
Vol-N-Beers on the River	1317 Island Home Avenue	NO	Low	30	none	3	1		2		3	2				FSF is closed.	
Volunteer Ministry Center	511 N. Broadway		Medium	none	2000	1		1			1						
Waffle House	7414 Strawberry Plains Pike		High	none	1500	2		1	1		2	1					
Waffle House	5416 Asheville Highway		Medium	none	1500	3			3		3	3					
Waffle House	119-A Cedar Lane		Medium	none	1000	1		1			1						
Waffle House	6230 Papermill Road		Unacceptable	none	2000	1			1		1	1			Maintenance issues GCE malfunction		
Wallace Memorial Baptist Church	701 Merchants Drive		Unacceptable	200	none	2		1	1		2	1		Y	Maintenance issues DW to GT or direct to sewer Deteriorating No flow restrictor		
Wally's Drive In	104 Cedar Lane		Unacceptable	none	1000	1			1		1	1			One manhole	FSF is closed.	
Wal-Mart	3051 Kinzel Way		High	none	2000	1			1		1	1					
Wal-Mart & Subway	8445 Walbrook Drive		Medium	none	2500	2		2			2						
Wasabi Japanese Steak House	118 Major Reynolds Place		High	none	1500	1			1		1	1					
Washington Pike Methodist Church	2241 Washington Pike		Low	100	none	1		1			1						
Weigels	5904 Washington Pike		Medium	none	1000	1		1			1						
Weigels	300 Cedar Lane	NO	Low	none	none	1		1			1					No food production at facility.	
Weigels	1700 Merchants Drive		High	40	none	1		1			1						
Weigels	3900 Pleasant Ridge Road		Medium	40	none	2			2		2	2					
Weigels	4750 Middlebrook Pike		Unacceptable	8	none	1		1			1			Y	Maintenance issues Insufficient GCE No flow restrictor		
Weigels	5621 Western Avenue		Low	none	1500	1		1			1						
Well, The	4620 Kingston Pike	NO	Low	40	none	1		1			1					FSF is closed.	
Wendy's	3000 N. Broadway		Medium	none	1000	1			1		1	1					
Wendy's	1816 Cumberland Avenue		Unacceptable	none	1000	1			1		1	1		Y	Maintenance issues One manhole		
Wendy's	7407 Strawberry Plains Pike		Medium	none	1000	1			1		1	1					
Wendy's	8305 Kingston Pike		High	none	2000	2		1		1	1						2,000 gal. GI
Wendy's	4407 Western Avenue		Medium	none	1000	1		1			1						
Wendy's	6201 Asheville Highway		Medium	none	1000	1		1			1						
Wendy's	2401 Chapman Highway		High	none	1000	2		1	1		2	1					
Wendy's	2904 Knoxville Center Drive		Unacceptable	none	1000	1			1		1	1			One manhole		
We're Cooking	7600 Kingston Pike	NO	Unacceptable	40	none	3			3		3	3		Y	Maintenance issues No flow restrictor	FSF changed ownership.	

Facility Name	Address	Permitted User	Risk Rating	Trap Size (lbs.)	Interceptor Size (gallons)	Total Inspections	Initial Insepections	Routine Inspections	Follow-up Inspections	Installation Inspection	Inspection Letters	NONCs	NOVs	GCE Under Review	GCE Potential Concern	Comments	GCE Installed during 2014
We're Cooking	4877 N. Broadway	NO	High	none	1500	3	1		2		3	2				FSF changed ownership.	
We're Cooking	7600 Kingston Pike		Unacceptable	40	none	2	1			1	1			Y	Maintenance issues No flow restrictor		40 lb. GT
We're Cooking	4877 N. Broadway		Medium	none	1500	1	1				1						
West End Academy	5311 McKamey Road	NO	Low	none	none	1		1			1					No food production at facility.	
West End Church Of Christ	8301 E. Walker Springs	NO	Low	60	none	1		1			1					No food production at facility.	
West Haven Elementary School	3620 Sisk Road		Medium	none	2000	1		1			1						
West High School	3326 Sutherland Avenue		Medium	none	3000	1			1		1	1					
West Hills Baptist Church	409 N. Winston Road		Medium	none	2000	2			1	1	1	1					2,000 gal. GI
West Hills Elementary School	409 Vanosdale Drive		Unacceptable	none	1000	1			1		1	1			One manhole		
West Lonsdale Baptist Church	2720 Dayton Street		Medium	none	1500	1		1			1						
West Town Mall	7600 Kingston Pike		Unacceptable	none	1000	3		1	2		3	2			One manhole		
West View Elementary School	1714 Mingle Avenue		Medium	none	1000	1		1			1						
Western Heights Baptist Center	1230 W. Scott Avenue		Medium	70	none	3	1		1	1	2	1					70 lb. GT
Westside Learning Center	531 Vanosdale Road	NO	Low	none	none	1		1			1					No food production at facility.	
Whiskey River Wild	1645 Downtown West Boulevard		Medium	none	2000	2	1			1	1						2,000 gal. GI
Whittle Springs Golf Club Snack Bar	3113 Valley View Road		High	20	none	1			1		1	1					
Whittle Springs Middle School	2700 White Oak Lane		Medium	none	1500	1		1			1						
Williams and Sonoma	7600 Kingston Pike		Unacceptable	70	none	2		1	1		2	1		Y	Maintenance issues DW to GT or direct to sewer No flow restrictor		
Willy's Butcher Shop	5115 Homberg Drive		Unacceptable	40	none	1	1				1			Y	Maintenance issues No flow restrictor		
Wing Zone	2121 Cumberland Avenue	NO	Low	none	1500	1			1		1	1				FSF is closed.	
Wings Express	5227 Clinton Highway		Unacceptable	none	1000	1			1		1	1			One manhole		
Wishbones	6913 Kingston Pike	NO	Low	none	1000	1		1			1					FSF is closed.	
Wishbones	4808 Clinton Highway		Unacceptable	none	1000	2			2		2	2		Y	Maintenance issues One manhole		
Wishbones	2701 Magnolia Avenue	NO	Low	none	1000	1		1			1					FSF is closed.	
Wok Chow	4612 Kingston Pike		Medium	none	1500	1			1		1	1					
Wok Hay	120 Merchants Road	NO	Low	none	3000	1		1			1					FSF is closed.	
Wok-N-Roll	2828 Magnolia Avenue		Medium	none	1000	1		1			1						
Woodland Mart and Deli	198 W. Woodland Avenue		Unacceptable	40	none	3			3		3	3		Y	Maintenance issues No flow restrictor		
Woodsmith Market and Deli	2240 Woods Smith Road	NO	Medium	40	none	1			1		1	1				Evaluating if permit is needed.	
XYZ Club	1215 N. Central Street		Low	100	none	1		1			1						
Yassin's Falafel House	706 Walnut Street, Suite 100		Unacceptable	8	none	1	1				1			Y	Maintenance issues Insufficient GCE No flow restrictor		
Yogli Mogli	7240 Kingston Pike, Suite 192	NO	Low	40	none	1		1			1					FSF is closed.	
Young Chef Academy	120 Jack Dance Street	NO	Low	none	none	1		1			1					FSF is closed.	
Young Star	815 Baxter Avenue	NO	Low	30	none	2			2		2	2				FSF is closed.	
Yummy Yummy Teriyaki	4409 Chapman Highway Suite R		Unacceptable	none	1000	3	1		2		3	2			Maintenance issues		
YWCA	124 Cruze Street		Medium	40	none	1			1		1	1					
Zaxby's Restaurant	6913 Kingston Pike		Medium	none	2000	2	1			1	1						2,000 gal. GI
Zaxby's Restaurant	2024 Cumberland Avenue		Medium	none	1500	1			1		1	1					
Zeke's Bar & Grill	1604 N. Sixth Avenue		Medium	40	none	1		1			1			Y			
Zoes Kitchen	6638 Kingston Pike		High	none	1500	2			1		2	1					
					Total Counts	1547	116	637	730	64	1483	730	1	261			

GCE - Grease Control Equipment
DW - Dishwasher
GT - Grease Trap

Total FSFs = 1075
Permitted FSFs = 836
Non-permitted FSFs = 239

Appendix A

	Date	Address	Building SSO	Grease Backup	Grease & Roots	Grease & Debris	Grease & I & I	Grease, Roots & Debris	Customers in Area	Letters Mailed	* Cans, Bags Mailed	Residential Only	Residential Commercial	# of Feet Cleaned	BA Frequency	Comments
1	2/20/2014	604 Dutch Valley Drive (MH 17-52) Commercial and Residential SSO	Yes		Yes				325	322	322		Yes	711	12	IPID 40393862, 40401739, 20420601
2	5/14/2014	314 E. Emerald Avenue Commercial and Residential BBU		Yes	Yes				53	52	52		Yes	222	12	IPID 1133773
3	7/19/2014	5709 & 5805 Holston Drive Residential BBU		Yes	Yes				9	9	9	Yes		346	6	IPID 1280108
4	7/22/2014	1263 Swan Pond Lane - Lateral Cleanout Commercial and Residential SSO	Yes				Yes		51	50	50		Yes	99	12	IPID 20336870
5	7/27/2014	4411 Pleasant Ridge Road (MH 34-4) Commercial and Residential SSO	Yes		Yes				386	379	379		Yes	261	3	IPID 1051591, 1051588
6	8/24/2014	710 & 707 Radford Place - Lateral Cleanout Commercial and Residential SSO	Yes		Yes				215	214	214		Yes	147	6	IPID 40397768
7	10/17/2014	2752 Big Fork Way - Manhole 48-55 Residential SSO	Yes		Yes				4	4	4	Yes		63	6	IPID 20149208
8	10/18/2014	1115 Henrietta Drive - (MH 53 and BBU) Commercial and Residential SSO?BBU	Yes	Yes	Yes				339	336	336		Yes	91	6	IPID 40395916
9	11/8/2014	4912 Cain Road - (MH 27-33 and BBU) Residential SSO/BBU	Yes	Yes	Yes				63	63	63	Yes		126	12	IPID 1107170
10	11/20/2014	600 Citco Street (MH 60-4) Commercial and Residential SSO	Yes		Yes				10	6	6		Yes	143	6	IPID 40916062
11	12/3/2014	1900 Woodrow Drive - Lateral Cleanout (MH 17-29)	Yes		Yes				26	26	26	Yes		321	12	IPID 1129915 & 1129916
12	12/12/2014	906 Henrietta Drive (MH 51-25) Commercial and Residential SSO	Yes		Yes				94	93	93		Yes	182	6	IPID 1109714
13	12/13/2014	3109 Lake Brook Boulevard (MH 24-135) Commercial and Residential SSO	Yes		Yes				86	83	83		Yes	187	12	IPID 1046184
Totals									1661	1637	1637			2899		

Appendix B

Pump Station
Maintenance Activities and Schedule

**Pump Station
Maintenance Activities and Schedule
2014**

FACILITY & EQUIPMENT UPGRADES

1. Pilleaux Pump Station replacement – Complete
2. Ruggles Ferry Pump Station replacement – Complete
3. Pelham Pump Station replacement – In Process
4. Eastwood Pump Station replacement – In Process
5. McNutt Pump Station replacement – In Process
6. Cheowa Pump Station replacement – In Process
7. Burlington Pump Station replacement – In Process
8. Mascot Pump Station replacement – In Process
9. Three Points Pump Station replacement – In Process

SYSTEM STUDIES

1. SCADA System and Communication protocol study – Ongoing

FACILITY INSPECTIONS

1. 3,582 scheduled facility Condition Assessments and Preventative Maintenance tasks conducted by SMSP

OUTSIDE SUPPORT

1. SMSP has performed pump efficiency tests at various facilities for capacity assurance and flow monitoring purposes. SMSP has provided CDM with efficiency test data from various facilities for modeling purposes.
2. SMSP maintains flow meters and uses these meters for various purposes. SMSP has provided CDM with flow meter data from various facilities for modeling purposes.
3. System Operations SCADA maintains a run-time archive for Wastewater Pump Stations. This information is pulled from the SMSP maintained SCADA system as it pertains to pump stations. Various facility run-time data continues to be provided to CDM for modeling purposes.

SMSP Preventive/Predictive Maintenance Activities and Frequencies

<u>Standard</u> <u>Job</u>	<u>Standard Job Description</u>	<u>Frequency</u> <u>(In days)</u>
RSGN	General Inspection	3.5 - 14
RSFAC	Facility Inspection - Wastewater	3.5 - 14
RSCRA	Crane Inspection	365
RSMML	Milltronics Inspection	730
RSMMLC	Motor control/electrical inspection	730
RSLASI	Alarm status (SCADA) inspection	730
RSFM	Flowmeter inspection	730
RSBPV	Back flow preventer inspection	365
RSCRH	Crane inspection - routine	30
RSEP	Electric panel inspection	730
RSSS	Soft starter inspection	730
RSACMP	Air compressor inspection	730
RSVFD	VFD Inspection	730
RSMME	Muffin monster inspection	730
RSPM1	Pump inspection - Wastewater	730
RSPM2	Sump pump inspection	730
RSCC	Climate control inspection (Heaters/fans)	180
RSML	Motorized louver inspection	180
RSDHM	Dehumidifier inspection	730
RSLER	Emergency lights inspection - monthly	30
RSELA	Emergency lights inspection - annual	365
RSBDPA	Belt drive pump inspection	730
RSGNPM	Generator inspection	30
RSCFI	Chemical feed inspection	30
RSLET	Pump efficiency testing - Wastewater	730
RSPTC	Transducer calibration	730
RSOS	Odorant sampling	30
RSFMM	H2S / PH monitoring	30
RSLVA / RSBVA	Vibration analysis	90
RSMRC	Master radio inspection	30
RSGNA	Generator inspection	365
RSWWI	Winterize station - Wastewater	365

Appendix C

Summary Table of Pumps Stations Using Chemical Injection and Odor Control

KUB Wastewater Facility Chemical Feed System Information (2014 Update)

CHEMICAL INJECTION

<u>Facility</u>	<u>Address</u>	<u>Odor control type</u>	<u>Chemical Name</u>	<u>Tank Size</u>	<u>Comments</u>
Ball Road	4923 Ball Road	Chemical injection	Oxy-Six	4400 Gal	
Boys Bridge SuperOx	3818 Boyds Bridge Pike	Chemical injection	Oxygen		
Easton Meadows	7224 Rising Road	Chemical injection	Calcium Hypochlorite	55 Gal Drums	
Eastwood	740 Bagwell Lane	Chemical injection	Oxy-Six	4400 Gal	
Ellistown	1909 Ellistown Road	Chemical injection	Oxy-Six	4400 Gal	Not Injecting Chemical Now
Forks SuperOx	5051 National Drive	Chemical injection	Oxygen		
Gazebo	3516 Ginn Drive	Chemical injection	Oxy-Six	4400 Gal	Not Injecting Chemical Now
Governors Landing	5400 Garden Crest Trail	Chemical injection	Oxy-Six	4400 Gal	Not Injecting Chemical Now
Holston Hills	4800 River Place Drive	Chemical injection	Oxy-Six	4400 Gal	
Kohls	5312 Washington Pike	Chemical injection	Calcium Hypochlorite	55 Gal Drums	
Maloneyville	4800 Maloneyville Road	Chemical injection	Oxy-Six	4400 Gal	
Neubert Springs	5941 Neubert Springs	Chemical injection	Oxy-Six	4400 Gal	
Power Park	3180 Power Drive	Chemical injection	Oxy-Six	4000 Gal	
Roberts Road	5300 Roberts Road	Chemical injection	Calcium Hypochlorite	55 Gal Drums	Summer Only
Shiptown	2124 Shiptown Road	Chemical injection	Oxy-Six	4400 Gal	Summer Only
Walker Springs	310 Broome Road	Chemical injection	Oxy-Six	4400 Gal	
Washington Pike	8515 Washington Pike	Chemical injection	Oxy-Six	4400 Gal	
Wayland Road	1900 Wayland Road	Chemical injection	Oxy-Six	4400 Gal	
Woodlands	1045 Tree Top Way	Chemical injection	Calcium Hypochlorite	55 Gal Drums	Summer Only
Woodson Drive	2416 Woodson Drive	Chemical injection	Oxy-Six	4400 Gal	

KUB Wastewater Facility Odor Control System Information (2014 Update)

ON-SITE ODOR CONTROL

<u>Facility</u>	<u>Address</u>	<u>Odor control type</u>	<u>Chemical Name</u>	<u>Tank Size</u>	<u>Comments</u>
Ball Road	4923 Ball Road	Charcoal scrubber	Purafill Media		
Casa Bella	4633 Bella Capri Lane	Charcoal scrubber	Purafill Media		
Clinton Highway	6564 Clinton Highway	Charcoal scrubber	Purafill Media		
Dogwood	Dogwood Drive	Charcoal scrubber	Purafill Media		
Duncan Glen	6742 Duncan Road	Charcoal scrubber	Bay Products Media		
Easton Meadows	7224 Rising Road	Charcoal scrubber	Purafill Media		
Eastwood	740 Bagwell Road	Charcoal scrubber	Purafill Media		
Ellis Road	212 Ellis Road	Charcoal scrubber	Bay Products Media		
Ellistown	1909 Ellistown Road	Charcoal scrubber	Bay Products Media		
Gazebo	3516 Ginn Drive	Charcoal scrubber	Purafill Media		
Ginnbrooke	2907 Ginnbrooke Lane	Charcoal scrubber	Bay Products Media		
Governors Landing	5400 Garden Crest Trail	Charcoal scrubber	Bay Products Media		
Harrison Keepe	2122 Houser Road	Charcoal scrubber	Bay Products Media		
Lake Forest	5701 RockHeaven Road	Charcoal scrubber	Bay Products Media		
Lower First Storage	1502 N. Sixth Avenue	Charcoal scrubber	Bay Products Media		
Meadow Oaks	5916 Meadow Oaks Ln .	Charcoal scrubber	Bay Products Media		
Millertown	5800 Millertown Pike (Vincinda Cir)	Charcoal scrubber	Purafill Media		
Neubert Springs	5915 Neubert Springs	Charcoal scrubber	Bay Products Media		
Riverview Park	3221 Holston Hills Road	Charcoal scrubber	Bay Products Media		
Roberts Road	5300 Roberts Road	Charcoal scrubber	Bay Products Media		
Third Creek Storage	4505 Middlebrook Pike	Charcoal scrubber	Bay Products Media		
Three Points	8530 Three Points Road	Charcoal scrubber	Purafill Media		
Upper First Storage	4719 Old Broadway	Charcoal scrubber	Bay Products Media		
Walker Springs	310 Broome Road	Charcoal scrubber	Bay Products Media		
Walker Springs Storage	608 Walker Springs Road	Charcoal scrubber	Bay Products Media		
Washington Pike	8515 Washington Pike	Charcoal scrubber	Bay Products Media		
Woodlands	1045 Tree Top Way	Charcoal scrubber	Bay Products Media		

Appendix D

Pump Station and Storage Facility Sample Inspection Checklists

Checklist: Wastewater Lift Station Inspection

Core Process: SMSP Preventive Maintenance

Department: System Operations, 81

Owner: SMSP Supervisor

Document Status: Issued

Approved by: Brad Brummett

Issued Date: 6/3/2009

Facility name _____ Date _____

Performed by _____

Preventive maintenance work order _____

Quarterly detailed inspection ☐ Annual performance inspection ☐

Tip This checklist can be used as a guide for monthly inspections but is not required to be completed while conducting a monthly inspection.

► **To complete a wastewater lift station maintenance inspection, check the following areas or equipment:**

NA

- ☐ 1. Grinder Well and Screen Room
- | | |
|--|--|
| <input type="checkbox"/> Hatches and safety grating | <input type="checkbox"/> Milltronics card updates (annual insp only) |
| <input type="checkbox"/> Entrance door(s) and locking mechanisms | <input type="checkbox"/> Walking surfaces |
| <input type="checkbox"/> Hydraulic equipment | <input type="checkbox"/> Lighting |
| <input type="checkbox"/> Slide gate(s) or valve(s) | <input type="checkbox"/> Ventilation |
| <input type="checkbox"/> Actuator(s) | <input type="checkbox"/> Float switches(s) – dry well and wet well |
| <input type="checkbox"/> Guide rail(s) or lifting mechanisms | <input type="checkbox"/> Cleanliness |
| <input type="checkbox"/> Level transmitter(s) | <input type="checkbox"/> Fall safety device |
| <input type="checkbox"/> Grinder #1: run time: _____ | |
| <input type="checkbox"/> Grinder #1 amperage reading: A (phase)_____ B (phase)_____ C (phase)_____ | |
| <input type="checkbox"/> Grinder #2: run time: _____ | |
| <input type="checkbox"/> Grinder #2 amperage reading: A (phase)_____ B (phase)_____ C (phase)_____ | |
- ☐ 2. Wet Well and Pump Room
- | | |
|--|--|
| <input type="checkbox"/> Hatches and safety grating | <input type="checkbox"/> Submersible pressure transducer |
| <input type="checkbox"/> Entrance door(s) and locking mechanisms | <input type="checkbox"/> Milltronics card updates (annual insp only) |
| <input type="checkbox"/> Slide gate(s) or valve(s) | <input type="checkbox"/> Lighting |
| <input type="checkbox"/> Guide rail(s) or lifting mechanisms | <input type="checkbox"/> Ventilation |
| <input type="checkbox"/> Walking surfaces | <input type="checkbox"/> Cleanliness |
| <input type="checkbox"/> Float switches(s) – dry well and wet well | <input type="checkbox"/> Sump pump(s) and check valve(s) |
| <input type="checkbox"/> Fall safety device | <input type="checkbox"/> Pressure instrumentation |
| <input type="checkbox"/> Actuator(s) | <input type="checkbox"/> Static pressure _____ |
| <input type="checkbox"/> Level transmitter(s) | <input type="checkbox"/> Piping and drainage |

NA

- ☐ Pump Efficiency Test (Note Perform flow meter test in conjunction with the pump efficiency test.)
- ☐ Pump #1: run time: _____
- ☐ Pump #2: run time: _____
- ☐ Pump #3: run time: _____
- ☐ Pump #4: run time: _____
- ☐ Motor #1 amperage reading: A (phase)_____ B (phase)_____ C (phase)_____
- ☐ Motor #2 amperage reading: A (phase)_____ B (phase)_____ C (phase)_____
- ☐ Motor #3 amperage reading: A (phase)_____ B (phase)_____ C (phase)_____
- ☐ Motor #4 amperage reading: A (phase)_____ B (phase)_____ C (phase)_____
- ☐ Check valve(s)

☐ 3. Valve Vault or Pump Room Valving

- ☐ Hatches and safety grating
- ☐ Isolation valve(s)
- ☐ Air release valve(s)
- ☐ Sump pump(s) and check valve(s)
- ☐ Walking surfaces
- ☐ Float switches(s) – dry well or wet well
- ☐ Fall safety device
- ☐ Lighting
- ☐ Ventilation
- ☐ Cleanliness
- ☐ Check valve(s)
- ☐ Pressure instrumentation
- ☐ Static pressure _____
- ☐ Dynamic pressure _____
- ☐ Piping and drainage

☐ 4. Effluent Meter - Vault

- ☐ Hatches and safety grating
- ☐ Isolation valve(s)
- ☐ Sump pump(s) and check valve(s)
- ☐ Walking surfaces
- ☐ Float switches(s) – dry well or wet well
- ☐ Lighting
- ☐ Ventilation
- ☐ Cleanliness
- ☐ Piping and drainage
- ☐ Flow meter and signal converter
- ☐ Effluent meter totalizer: _____

☐ 5. Odor Control

- ☐ Chemical feed enclosure and components
- ☐ Chemical storage containment
- ☐ Chemical feed tank: level (ft.)_____
- ☐ Chemical feed rate: gallons/day_____
- ☐ Terminal manhole monitoring:
Nitrate_____
- Hydrogen sulfide_____
- pH_____
- ☐ Chemical feed building
- ☐ Chemical feed piping and valve(s)
- ☐ Carbon vessel and media sample (air scrubber)
- ☐ Eyewash Station

NA

- ☐ 6. Electrical Building, Control Panel, SCADA Panel, and Related Equipment
 - ☐ SCADA panel
 - Note** Initiate this task when you first arrive, so you are testing the UPS unit while doing other tasks.
 - ☐ SCADA test log sheet (annual insp only)
 - ☐ Climate control
 - ☐ Emergency transfer switch
 - ☐ TVSS monitor (indication lights)
 - ☐ Lighting
 - ☐ Ventilation
 - ☐ Cleanliness
 - ☐ Motor control center components
- ☐ 7. Site Miscellaneous
 - ☐ Emergency lighting
 - ☐ Exterior lighting
 - ☐ Generator
 - ☐ Miscellaneous control panels
 - ☐ Security
 - ☐ Overhead crane
 - ☐ Signs and placards
 - ☐ Site aesthetics
 - ☐ Backflow preventer
 - ☐ Air compressor (s) – pressure vessels
 - ☐ Air compressor (s) – Control Setpoints Form
 - ☐ Air compressor (s) – Regulator Setpoints Form
 - ☐ Yard hydrant

Comments: _____

Important If any discrepancies are found, notify SMSP or appropriate personnel.



Form: Pump Efficiency Testing

Core Process: SMSP Preventive Maintenance

Department: Systems Operations, 81

Owner: SMSP Supervisor

Document Status: Issued

Approved by: Brad Brummett

Issued Date: 3/17/2004

Performed by _____ Date _____
Facility _____

1.0 WETWELL INFORMATION

(Length _____ x Width _____ x Depth _____) = Total Volume _____
(0.785 x Dia. _____ x Dia. _____ x Depth _____) = Total Volume _____
(Total Volume _____ x 7.48) = Total Gallons _____
(Total Gallons _____ / Depth _____) = Gallons per foot _____

Important Wetwell type depicts which volume formula to use (Cylindrical or Square/Rectangular).

2.0 TESTING

To complete this testing form, you must conduct three inflow measurements and three drawdown measurements that will be timed for one minute to obtain the most accurate data. When applicable, take readings from the Milltronics Level Control Unit when performing inflow and drawdown measurements.

If you are using a tape measure to obtain level readings, convert all inch readings to feet before completing the calculations.

2.1 INFLOW TESTING

To obtain the correct difference, record the second reading at the top.

Test 1		Test 2		Test 3	
Second	_____	Second	_____	Second	_____
Initial	_____	Initial	_____	Initial	_____
Difference	_____	Difference	_____	Difference	_____
Calculate the average of the 3 measurements _____					
Average inflow	_____	x	Gallons per ft	_____	= Inflow GPM _____

2.2 DRAWDOWN TESTING

2.2.1 Pump #1

To obtain the correct difference, record the second reading at the top.

Test 1		Test 2		Test 3	
Second	_____	Second	_____	Second	_____
Initial	_____	Initial	_____	Initial	_____
Difference	_____	Difference	_____	Difference	_____

GPM

Calculate the average of the 3 measurements _____

Avg drawdown _____ x Gals per ft _____ = Drawdown GPM _____

Drawdown GPM _____ + Inflow GPM _____ = Total pump capacity GPM _____

Pressure Readings (Discharge and Suction / Pump ON)

Pump ON discharge PSI reading _____ Pump ON suction PSI reading _____

Motor amperage readings

A Phase _____ B Phase _____ C Phase _____

2.2.2 Pump #2

To obtain the correct difference, record the second reading at the top.

Test 1		Test 2		Test 3	
Second	_____	Second	_____	Second	_____
Initial	_____	Initial	_____	Initial	_____
Difference	_____	Difference	_____	Difference	_____

GPM

Calculate the average of the 3 measurements _____

Avg drawdown _____ x Gals per ft _____ = Drawdown GPM _____

Drawdown GPM _____ + Inflow GPM _____ = Total pump capacity GPM _____

Pressure Readings (Discharge and Suction / Pump ON)

Pump ON discharge PSI reading _____ Pump ON suction PSI reading _____

Motor amperage readings

A Phase _____ B Phase _____ C Phase _____

2.2.3 Pump Combination

Pumps involved _____

Test 1		Test 2		Test 3	
Second	_____	Second	_____	Second	_____
Initial	_____	Initial	_____	Initial	_____
Difference	_____	Difference	_____	Difference	_____

GPM

Calculate the average of the 3 measurements _____

Avg drawdown _____ x Gals per ft _____ = Drawdown GPM _____

Drawdown GPM _____ + Inflow GPM _____ = Total pump capacity GPM _____

Pressure Readings (Discharge and Suction / Pump ON)

Pump ON discharge PSI reading _____ Pump ON suction PSI reading _____

Motor amperage readings

A Phase _____ B Phase _____ C Phase _____

2.3 ADDITIONAL DRAWDOWN TESTING

If a facility has more than two pumps, use this section of the form to log the test results for the additional drawdown tests.

2.3.1 Pump #3

Test 1		Test 2		Test 3	
Second	_____	Second	_____	Second	_____
Initial	_____	Initial	_____	Initial	_____
Difference	_____	Difference	_____	Difference	_____

GPM

Calculate the average of the 3 measurements _____

Avg drawdown _____ x Gals per ft _____ = Drawdown GPM _____

Drawdown GPM _____ + Inflow GPM _____ = Total pump capacity GPM _____

Pressure Readings (Discharge and Suction / Pump ON)

Pump ON discharge PSI reading _____ Pump ON suction PSI reading _____

Motor amperage readings

A Phase _____ B Phase _____ C Phase _____

2.3.2 Pump #4

Test 1		Test 2		Test 3	
Second	_____	Second	_____	Second	_____
Initial	_____	Initial	_____	Initial	_____
Difference	_____	Difference	_____	Difference	_____

GPM

Calculate the average of the 3 measurements _____

Avg drawdown _____ x Gals per ft _____ = Drawdown GPM _____

Drawdown GPM _____ + Inflow GPM _____ = Total pump capacity GPM _____

Pressure Readings (Discharge and Suction / Pump ON)

Pump ON discharge PSI reading _____ Pump ON suction PSI reading _____

Motor amperage readings

A Phase _____ B Phase _____ C Phase _____

2.3.3 Pump Combination

Pumps involved _____

Test 1		Test 2		Test 3	
Second	_____	Second	_____	Second	_____
Initial	_____	Initial	_____	Initial	_____
Difference	_____	Difference	_____	Difference	_____

GPM

Calculate the average of the 3 measurements _____

Avg drawdown _____ x Gals per ft _____ = Drawdown GPM _____

Drawdown GPM _____ + Inflow GPM _____ = Total pump capacity GPM _____

Pressure Readings (Discharge and Suction / Pump ON)

Pump ON discharge PSI reading _____ Pump ON suction PSI reading _____

Motor amperage readings

A Phase _____ B Phase _____ C Phase _____

2.3.4 Pump Combination

Pumps involved _____

Test 1		Test 2		Test 3	
Second	_____	Second	_____	Second	_____
Initial	_____	Initial	_____	Initial	_____
Difference	_____	Difference	_____	Difference	_____

GPM

Calculate the average of the 3 measurements _____

Avg drawdown _____ x Gals per ft _____ = Drawdown GPM _____

Drawdown GPM _____ + Inflow GPM _____ = Total pump capacity GPM _____

Pressure Readings (Discharge and Suction / Pump ON)

Pump ON discharge PSI reading _____ Pump ON suction PSI reading _____

Motor amperage readings

A Phase _____ B Phase _____ C Phase _____



Checklist: Wastewater Storage Facility Inspection

Core Process: SMSP Preventive Maintenance

Department: System Operations, 81

Owner: SMSP Supervisor

Document Status: Issued

Approved by: Brad Brummett

Issued Date: 6/3/2009

Facility name _____ Date _____

Performed by _____

Preventive maintenance work order _____

Quarterly detailed inspection ☐ Annual performance inspection ☐

Tip This checklist can be used as a guide for monthly inspections but is not required to be completed while conducting a monthly inspection.

► **To complete a wastewater storage facility maintenance inspection, check the following areas or equipment:**

NA

- ☐ 1. Diversion Structure
- | | |
|---|--|
| <input type="checkbox"/> Security | <input type="checkbox"/> Site aesthetics |
| <input type="checkbox"/> Hatches and safety grating | <input type="checkbox"/> Actuator(s) |
| <input type="checkbox"/> Slide gate(s) or valve(s) | <input type="checkbox"/> Cleanliness |
| <input type="checkbox"/> Level transmitter (s) | |
- ☐ 2. Grinder Well
- | | |
|---|---|
| <input type="checkbox"/> Hatches and safety grating | <input type="checkbox"/> Slide gate(s) or valve(s) |
| <input type="checkbox"/> Actuator(s) | <input type="checkbox"/> Guide rail(s) and lifting mechanisms |
| <input type="checkbox"/> Level transmitter(s) | <input type="checkbox"/> Cleanliness |
| <input type="checkbox"/> Grinder #1: run time _____ | |
| <input type="checkbox"/> Grinder #2: run time _____ | |
| <input type="checkbox"/> Grinder #3: run time _____ | |
- ☐ 3. Wet Well(s)
- | | |
|---|---|
| <input type="checkbox"/> Hatches and safety grating | <input type="checkbox"/> Sump Pump #1: run time _____ |
| <input type="checkbox"/> Actuator(s) | <input type="checkbox"/> Sump Pump #2: run time _____ |
| <input type="checkbox"/> Level transmitter(s) | <input type="checkbox"/> Slide gate(s) or valve(s) |
| <input type="checkbox"/> Pump #1: run time _____ | <input type="checkbox"/> Guide rail(s) and lifting mechanisms |
| <input type="checkbox"/> Pump #2: run time _____ | <input type="checkbox"/> Float switch(s) – high and/or low |
| <input type="checkbox"/> Pump #3: run time _____ | <input type="checkbox"/> Cleanliness |
| <input type="checkbox"/> Pump #4: run time _____ | |
| <input type="checkbox"/> Pump #5: run time _____ | |
| <input type="checkbox"/> Pump #6: run time _____ | |

NA

- ☐ 4. Valve Vault
- ☐ Hatches and safety grating
 - ☐ Lighting
 - ☐ Ventilation
 - ☐ Isolation valve(s)
 - ☐ Air release valve(s)
 - ☐ Walking surfaces
 - ☐ Structures (catwalk)
 - ☐ Cleanliness
 - ☐ Entrance door(s) and locking mechanisms
 - ☐ Check valve(s)
 - ☐ Pressure instrumentation
 - ☐ Piping and drainage
- ☐ 5. Influent Meter Vault
- ☐ Hatches and safety grating
 - ☐ Lighting
 - ☐ Ventilation
 - ☐ Isolation valve(s)
 - ☐ Pressure Instrumentation
 - ☐ Cleanliness
 - ☐ Entrance door(s) and locking mechanisms
 - ☐ Influent meter totalizer_____
 - ☐ Flow meter and signal converter
 - ☐ Actuator(s)
 - ☐ Piping and drainage
 - ☐ Drain valve
 - ☐ Walking surfaces
- ☐ 6. Effluent Meter Vault
- ☐ Hatches and safety grating
 - ☐ Lighting
 - ☐ Ventilation
 - ☐ Isolation valve(s)
 - ☐ Cleanliness
 - ☐ Entrance door(s) and locking mechanisms
 - ☐ Effluent meter totalizer_____
 - ☐ Flow meter and signal converter
 - ☐ Actuator(s)
 - ☐ Piping and drainage
 - ☐ Drain valve
 - ☐ Walking surfaces
- ☐ 7. Odor Control
- ☐ LEL monitor(s)
 - ☐ Hydrogen sulfide monitor
 - ☐ Fan, dampers, louvers, and ductwork
 - ☐ Carbon vessel and media sample (air scrubber)
 - ☐ Magnehelic gauge: pressure drop_____
- ☐ 8. Electrical Building, Control Panel, SCADA Panel and Related Equipment
- ☐ SCADA panel
 - Note** Initiate this task when you first arrive, so you are testing the UPS unit while doing other tasks.
 - ☐ SCADA test log sheet (annual insp only)
 - ☐ Climate control
 - ☐ Emergency transfer switch
 - ☐ Grinder control panel(s)
 - ☐ TVSS monitor (indicator lights)
 - ☐ Lighting
 - ☐ Ventilation
 - ☐ Cleanliness
 - ☐ Motor control center components
- ☐ 9. Storage Tank
- ☐ Fall safety device
 - ☐ Handrail, hatches, & safety grating (annual only)
 - ☐ LEL monitor
 - ☐ Hydrogen sulfide monitor
 - ☐ Mixer #1: run time_____
 - ☐ Mixer #2: run time_____
 - ☐ Mixer #3: run time_____
 - ☐ Mixer #4: run time_____

NA

- | | |
|--|---|
| <input type="checkbox"/> Level transmitter(s) | <input type="checkbox"/> Guide rail(s) and lifting mechanisms |
| | <input type="checkbox"/> Tank drain valve |
|
Site Miscellaneous | |
| <input type="checkbox"/> Security | <input type="checkbox"/> Backflow preventer |
| <input type="checkbox"/> Exterior lighting | <input type="checkbox"/> Miscellaneous control panels |
| <input type="checkbox"/> Generator: run time _____ | <input type="checkbox"/> Sprinkler system components |
| <input type="checkbox"/> Emergency lighting | <input type="checkbox"/> Signs and placards |
| <input type="checkbox"/> Site aesthetics | |

Comments:

[illegible]

Important If any discrepancies are found, notify SMSP or appropriate personnel.

Appendix E

Customer Information Guide

Understanding Your Bill

Your utility bill shows itemized charges for each service and has usage history graphs to help you better manage your utility costs. (The graphs show the dates your meter was read.) **For a sample bill, visit www.kub.org.**

Handy Payment Options

- Sign up online or on your bill for these payment options:
- Levelized Billing recalculates your bill each month using a rolling 12-month average to “level out” seasonal swings from very hot or cold weather. *[Free option.]*
 - SelectPay allows you to draft multiple payments during the month online or by phone. *[Free option.]*
 - AutoPay drafts your payment automatically from your bank on the bill due date. *[Free option.]*
- You can also make a credit card payment online or by phone through Bill Matrix. Visit www.kub.org or call 1-800-405-7951. Bill Matrix charges a convenience fee.

Pay on Your Schedule at Convenient KUB Payment Kiosks

KUB PaySite kiosks give you more options on when and where to pay your bill. You also get real-time credit for kiosk payments—even on nights and weekends, when KUB Payment Centers are not open.

To start, scan your KUB bill stub or enter your 10-digit account number. Kiosks accept cash or checks. They do not give change—any over payment is credited to your KUB account. PaySite, the kiosk provider, charges a fee of \$1.95.

Kiosk Locations:

Quick Stop Open 6 a.m. to Midnight 315 Merchant Drive	KAT Transit Center Open per bus schedules 301 Church Avenue
Food City Stores Open 6 a.m. to Midnight 7510 Asheville Highway 1950 Western Avenue 7608 Mountain Grove Drive 4344 Maynardville Highway* (*Located in Maynardville)	E-Z Stop Food Marts: Open 24 hours 8605 Walbrook Drive 9200 Kingston Pike 7503 Tazewell Pike 11311 Chapman Hwy.** (**Located in Seymour)

Go Green by Going Paperless!

- Going paperless is easy, and it’s good for the environment:
- It saves trees and reduces greenhouse gas emissions.
 - You can view/print your past 18 bills on the web.
 - You get monthly e-mails when your bill is ready.
 - You can make safe payments online or by phone.
- Go green: Sign up online now at www.kub.org.**

Privacy Policy

KUB takes your privacy seriously. Under the Tennessee Public Records Act (Tennessee Code Annotated, 10-7-503), however, KUB must release some customer information to Tennessee citizens who request it. We **do not** release Social Security, bank account, or credit card numbers—or any information on customers who bring a valid protection document to a KUB payment center (*see locations on back*).

KUB Website

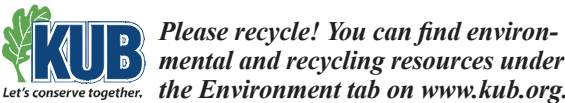
- Sign up for Paperless Billing.
- Get a monthly e-mail alert when your bill is online.
- Sign up for payment options so you can pay online or over the phone, anytime, from anywhere.
- Pay your bill and get online payment confirmation.
- View/manage account and personal information.
- Start or stop service.
- See tree pruning, construction, and electric outages maps.
- Review a comprehensive guide to KUB tree pruning.
- Find money-saving tips.
- Take a free online energy audit or learn about the TVA eScore™ Program.
- Sign up for Green Power.
- Visit the Environment section to learn about KUB’s Biosolids Beneficial Reuse Program, which turns wastewater treatment by-products into fertilizer.

Sign Up for Outage Updates and More; Try KUB’s Convenient Mobile Website

Want to know how long your power outage may last? Register now to see your estimated restoration time on KUB’s outage map. You can also sign up to receive alerts when your bill is due or when there is tree pruning or major utility work near you.

To register, go to www.kub.org, My Account, Notification Profile. Select the topic[s] you want and provide a phone number or e-mail address for each one.

You can also pay your bill and view/report outages from your mobile device. Just enter m.kub.org.



Keep Your Phone Number Up to Date

Having your correct number on file helps KUB access your account more quickly when you call, and it lets you easily report outages on our automated system. Update your number on your bill stub or call 524-2911. On kub.org, use the form under Contact Us or go to My Account, under the Service Location tab.

Contacting Us

Customer Information Center: 524-2911
Monday–Friday, 7 a.m.–6 p.m.

24-Hour Emergency Service: 524-2911
Call any time to report leaks or other emergencies. (Report outages directly to 1-800-250-8068.)

Automated Phone System: 524-2911
Using our automated phone system can save you time. *Tip:* Have your account or phone number handy so you can report an outage or emergency quickly and easily.

Contact Options on www.kub.org
Please use the Contact Us form and e-mail addresses below for non-emergency contacts only.

- Contact Us form: See top of home page on kub.org.
- PACE10@kub.org for PACE 10 Program
- Wastewater@kub.org for Wastewater System
- Trees@kub.org for Tree Pruning

Mailing Address
KUB, P.O. Box 59017, Knoxville, TN 37950-9017

- Payment Centers**
- 4218 Asheville Highway (Holston Shopping Ctr.): 8:30 a.m.–5 p.m., Monday through Friday
 - 4428 Western Avenue (640 Plaza): 8:30 a.m.–5 p.m., Monday through Friday

Payment Kiosks: *For locations of kiosks that take after-hours payments (some open 24 hours a day), see inside.*



Share the Warmth All Year
Project Help takes donations all year to provide emergency energy assistance. See the back of your bill or www.kub.org to help share the warmth with those in need.

Esta información es muy importante.
Para obtener una versión en español de este folleto, llame a KUB al número de teléfono (865) 524-2911 y presione el número 8.

CUSTOMER GUIDE

Your Guide to Utility Resources



Electric

Natural Gas

Water

Wastewater



helpful customer information

Reporting Power Outages

KUB's electric service is extremely reliable. Power outages don't happen often and usually don't last long. Your power may go on and off several times, however, as the system automatically tries to compensate for things like tree limbs or animals on lines. For more information, visit www.kub.org and search for "Momentary Power Outages."

Knowing what to do before and during an outage lessens inconvenience and discomfort for you and your family.

Keep KUB's main phone number (524-2911) or the automated outage line (1-800-250-8068) handy for easy outage reporting. Be sure KUB has your current home phone number so you can use it to report your outage quickly through the automated system.

Follow the system's instructions using a touch-tone phone. Rotary phone users may use the voice-recognition feature.

Meter Reading

How often does KUB read my meter? KUB contractors read your meter about every 30 days. Due to weekends and holidays, the schedule will vary from 29 to 33 days.

Please note: KUB must have unrestricted access to its meters for accurate reading and routine safety inspections, testing, and maintenance. If you have a locked gate, pet, etc., that prevents access, please call 524-2911. KUB may disconnect service if access is routinely denied.

Are there some months when KUB doesn't read my meter? Yes. On rare occasions, when we are physically unable to read your meter, KUB uses a sophisticated computer program to project your utility consumption based on your previous usage and weather information. You can learn to read your meter at www.kub.org.

KUB Tree Pruning: A Customer Guide

Trees are beautiful and important to our environment. But trees too near power lines may cause outages—or electrocution hazards for KUB crews and the public.

KUB prunes trees to provide safe, reliable electric service. Our arborist-approved pruning methods help protect tree health.

For pruning options and photos of pruned trees, see our pruning guide and videos on www.kub.org. Free print copies of the guide are also available at KUB Payment Centers (*see the list on the back*) and from KUB foresters and pruning crews in the field.

Questions? Please call our pruning hotline at 558-6658 weekdays, 7 a.m.–6 p.m., or e-mail trees@kub.org.

Safety

The safety of our customers, employees, the public, and the environment is KUB's primary concern. Below are tips to help ensure your safety around the services we provide.

Electric: Stay away from downed power lines and report them to KUB immediately at 524-2911. Keep ladders away from power lines, and teach children not to climb trees that grow into lines.

Natural Gas: Natural gas has no "natural" odor. KUB adds a harmless chemical with a distinctive "rotten egg" odor so you can detect even small amounts of natural gas. *See the enclosed scratch-and-sniff insert for the odor and safety tips.*

Natural gas leaks are dangerous. If you smell natural gas (inside or outside), don't use regular, cordless, or cell phones. Don't turn lights or appliances on or off or use any electrical devices (garage door openers, etc.). Don't use matches or lighters. Any of those could be an ignition source.

Go to a location where you can't smell the odor, and call KUB at 524-2911. We will send a trained technician to perform a free leak inspection.

Don't re-enter the building or area until KUB tells you it is safe. Your safety is more important than possessions.

If you don't smell natural gas, you may hear or see clues:

- Sound: You may hear a blowing or hissing sound.
- Sight: You may see bubbling in wet or flooded areas, or flames if a leak ignites. Vegetation that is dead or discolored for no apparent reason may also signal a leak.

Carbon Monoxide: Carbon monoxide (CO) is a colorless, odorless, potentially toxic gas produced by combustion. Natural gas appliances create CO at low levels and are not dangerous when properly vented. If you suspect a high CO level in your home, open windows immediately for ventilation and call 911. If you have symptoms of CO poisoning (nausea, fatigue, headaches, dizziness, confusion), leave and call 911 from another location. CO detectors are available at home improvement centers.

Water: Broken water lines can cause unsafe conditions. If a pipe bursts in your home, water can short-circuit an appliance, giving you an electrical shock. Breaks to home water lines should be repaired immediately by your plumber. A break in a large water main outside may cause unsafe walking or driving conditions. Report KUB main breaks immediately to 524-2911.

Cross Connection Control: KUB routinely looks for cross connections between a customer's service and the public water system to protect water quality. Regulations require customers who have cross connections, like an irrigation system, a business-related hazard, or other potential risk, to install, test, and properly maintain a backflow prevention device. For more information, please call 594-8333 or see www.kub.org.

Wastewater: If you see a sewer overflow, avoid contact and call KUB immediately at 524-2911. For a log of any recent overflows and their status, visit www.kub.org.

Sewer overflows may expose you (or pets) to bacteria and viruses. Overflows contain water from washers, dishwashers, sinks, showers, and toilets. The toilet water is diluted by other water, but we urge you to avoid contact or wash thoroughly with soap and water to prevent illness.

Skin contact does not pose a serious health risk, but there is some risk of disease from swallowing bacteria. The most important thing is to always wash your hands before eating and after handling anything that had contact with floodwater or sewage.

Clearance Around Utilities: Please don't place fences, storage buildings, landscaping, etc., within six feet of KUB utility poles or pad-mounted transformers or restrict access to electric, water, or gas meters. KUB crews need clear access for their safety and to perform maintenance or make repairs to restore service to you and your neighbors. Natural gas meters also need clearance for safe ventilation.

Protect Yourself From Fraud Scams and Strangers:

- Do not give money to anyone who calls you and says KUB will shut your power off unless you pay him immediately. KUB uses bill notices and doorhangers—not calls—as notices of pending service termination.
- Never give your financial information to someone who calls or e-mails you: KUB doesn't ask for that info—or for payment by pre-paid cards.
- Do not give someone who comes to your home or business money or a pre-paid card for your KUB bill. KUB never collects payments in the field.
- Ask to see a KUB photo ID if someone visits you claiming to be from KUB. (KUB employees always wear ID badges.) Call 524-2911 to verify the visit.
- Call KUB at 524-2911 before you respond to a call or visit you think might be a scam.

Call 811 Before You Dig

Keep your home and neighborhood protected and connected by knowing what's below and always calling 811 before you dig. Damages to underground utility lines can disrupt service to the entire neighborhood, potentially harm diggers, and damage the environment. One phone call to 811 will get member underground utility lines marked for free. Remember—Safe digging is no accident. Always call 811 before you dig. It's the law.

Water System Flushing

KUB periodically runs water from a flushing device or a fire hydrant to flush water from our system. This helps ensure we maintain the water quality our customers expect and meet regulatory requirements. We use the least water possible to clear lines and test water.

Private Sewer Laterals

A private sewer lateral is the underground pipe that connects your property to KUB's sewer system. If you own the property, you also own the lateral and are responsible for repairing and maintaining it all the way to the connection with KUB's sewer. For more information, search "Private Lateral Program" on kub.org.

Can the Grease: Protect Your Plumbing

If you pour cooking grease down your drains, it may build up, block your pipes, and cause rancid odors or messy, costly sewage backups in your home. Grease is also a major cause of dry-weather sewer overflows, which are a potential threat to our environment.

Never pour grease down drains or toilets. Scrape grease and food from cookware and dishes into a can or the trash.

A metal coffee or soup can makes a great grease can. Line it with a disposable heat-resistant oven bag. Throw the liner away (after grease cools) and reuse the can.

If you operate a food service facility, please call KUB at 594-8337 for more about proper grease control.

Toilets Are Not Trash Cans!

Never flush rags, baby/personal wipes, feminine products, paper towels, etc. They can clog pipes, leading to sewer overflows, backups into buildings, and costly repairs. Also, never flush prescription/over-the-counter drugs to help keep them out of waterways. Take drugs to collection events or the permanent 24/7 collection site at the Knoxville Police Dept. Safety Building, 800 Howard Baker Jr. Ave.

Appendix F

Can the Grease brochure

Help Protect Your Home's Plumbing And Our Environment

- Never pour FOG down any drains or toilets.
- Use a spatula or pan scraper to remove FOG and food scraps into a metal can or the trash for disposal.
- Use strainers in sinks to catch food scraps, and empty the strainers into the trash.
- Don't rely on a garbage disposal to get rid of FOG—it grinds food but doesn't keep FOG from going down the drain.
- Wipe cookware and dishes before washing. Commercial additives in detergents only dissolve FOG temporarily.
- Clean kitchen exhaust system filters routinely.
- Call KUB at 524-2911 if you have any questions about FOG. E-mail wastewater@kub.org if you have questions about sewer system operations and maintenance.

How can you easily can the FOG? Make your own can.

You don't need a special can to get started. A metal coffee can with a plastic lid or empty metal soup or vegetable cans make great FOG cans. Line your can with disposable heat-resistant oven bags. Throw the liners away (after cooling) and reuse the can.

Safety Tips

If you have a FOG-related sewer backup or see an overflow outside, avoid contact. Skin contact doesn't pose a serious health risk, but there is some risk of disease from swallowing bacteria. So, we urge you to always wash your hands with soap and water

- Before preparing or eating food
- After using the bathroom, helping someone else use the bathroom, or changing diapers
- After cleaning toilets
- After handling anything that had contact with floodwater or sewage

FOG Control for Food Service Facilities

In addition to helping residential customers learn about FOG control, KUB works with food service facilities (FSFs) to help prevent FOG-related sewer overflows. FSFs must follow the requirements of KUB's Grease Control Program and obtain a permit from KUB. KUB also inspects FOG control equipment at all FSFs.

If you have questions about the Grease Control Program, please call KUB at 865-524-2911.

Toilets Are Not Trash Cans!

Keeping FOG out of sewers is important, but you can do even more to protect our environment and your plumbing with these tips:

- Never flush rags, baby or personal hygiene wipes, paper towels, feminine products, dental floss, or disposable toilet wand heads. They can clog pipes or jam pumps, leading to sewer overflows, backups into buildings, and costly repairs.
- Never flush prescription or over-the-counter drugs. To help keep them out of waterways, take drugs to collection events or the permanent collection site (open 24/7) in the lobby of the Knoxville Police Dept. Safety Building, 800 Howard Baker Jr. Ave.



Just because you can flush it doesn't mean you should. Think before you flush.



**www.kub.org
(865) 524-2911**



Can the Grease



Don't pour fats, oils, or grease (FOG) down drains or flush it down toilets. Use a spatula or pan scraper to dispose of it into the trash or a metal can. It's bad for your plumbing and our environment.

Fats, oils, and grease—also called FOG—are a major cause of sewage backups into homes.

Why is FOG a problem?

If you pour cooking fats, oils, or grease down your drains or toilets, it may build up, block your pipes, and cause rancid odors or messy, costly sewage backups in your home.

It can also clog KUB's sewer lines. In fact, FOG is a major cause of sewer overflows, which are a potential threat to public health and the environment.

Don't believe the old wives' tale about running hot water after pouring FOG down the drain: It doesn't work. The FOG eventually cools, then congeals and coats pipes. When enough builds up, it can block your plumbing or KUB's sewer lines.

Where is FOG produced?

Homes, apartment buildings, schools, churches, restaurants, food-processing plants, shopping malls, hospitals, hotels, and many more locations all produce FOG.

FOG is a by-product of cooking and is found in

- Meat fats
- Food scraps
- Lard
- Baking goods
- Cooking oil
- Sauces
- Shortening
- Dairy products
- Butter/margarine



What problems does FOG cause?

- Clogged drains or toilets
- Sewage backups into your home
- Sewer overflows in neighborhood parks, yards, and streets
- Rancid odors
- Expensive cleanup, repair, and replacement of damaged property
- Potential contact with bacteria and viruses that can cause illness
- Higher operating and maintenance costs for KUB, potentially resulting in higher sewer bills for you

Never pour FOG down sink drains or other drains. Use a spatula or pan scraper (like the one pictured below) to remove FOG and food scraps into a can or the trash for disposal before washing.

Please use caution when pouring hot FOG. Hot FOG can burn skin.



Pan Scraper

Prevent FOG-related sewage overflows: Keep FOG out of the sewer system.

DO



DON'T

