

TABLE AM-07-1
EMERGENCY AND REGULATORY CONTACTS

List of Emergency Phone Numbers

In the event of a serious hazard to life, property or the environment, the first phone call shall be made to the 911 emergency dispatching center. The second phone call should preferably be made to a hazardous materials contractor for which an arrangement has been previously established. The next phone calls shall be made to the Knox County Emergency Management Agency, Knoxville Water Quality Hotline, and TDEC.

Fire Department / Police Department / Ambulance / Hazmat Team	911
KFD Hazardous Materials Response Team (non-emergency number)	(865) 584-2749
Knoxville-Knox County Emergency Management Agency	(865) 215-2297
Knoxville Water Quality Hotline	(865) 215-4147
Tennessee Department of Environment and Conservation (TDEC)	1-888-891-8332
National Response Center	1-800-424-8802
CHEMTREC	1-800-424-9300

The Knoxville Water Quality Hotline is intended to receive anonymous reporting of water quality concerns and emergency notification calls 24 hours per day. Engineering staff will investigate, coordinate, and enforce illegal dumping, illicit discharges, and spills to the storm drainage system, river, or creeks within the city of Knoxville. Staff are on hand to assist, not replace, your emergency response contractor or the City HAZMAT team with the location of the drainage system network, remediation evaluation, enforcement, reporting, mitigation and prevention planning.

Stormwater & Street Ordinance - Spill Reporting Requirements

Section 22.5-53. Notification of spills and illicit discharges.

As soon as any person has knowledge of any illicit spills or discharges to the stormwater system in violation of this chapter, such person shall immediately notify the engineering director by telephone of this discharge. If such person is directly or indirectly responsible for such discharge or responsible for the operation of the system or business, then such person shall also take immediate action to ensure the containment and cleanup of such discharge and shall confirm such telephone notification with a written report to the engineering director within three (3) calendar days. At a minimum, the written report for any illicit discharge shall include: 1) Date and time of the discharge; 2) Location of the discharge; 3) Material or substance discharged; 4) Duration and rate of flow; 5) Total volume discharged; 6) Total volume recovered; 7) Cause or reason for the discharge; 8) Remediation and containment action taken; 9) Material Safety Data Sheets (MSDS) for the discharged material; 10) Action taken to prevent further discharges; and 11) Description of any environmental impact;

List of Regulatory Phone Numbers

City of Knoxville Engineering Department	(865) 215-2148
City of Knoxville Solid Waste Office	(865) 215-2921
City of Knoxville Solid Waste Management Facility (Elm Street)	(865) 215-6700
City of Knoxville Household Hazardous Waste Collection Center	(865) 215-6700
Knoxville Utilities Board (KUB)	(865) 524-2911
Tennessee Department of Environment and Conservation (TDEC)	1-888-891-8332
Knox County Poison Control	1-800-288-9999

The following list is a directory of hazardous materials contractors operating in the Knox County area at the time that this BMP is issued. This list is furnished as a service and for your convenience only. The City of Knoxville does not endorse any firm listed, nor do we offer any certification that their work meets any quality standard established by the State of Tennessee or the United States Government. Before any spills occur, it would be advisable to contact an emergency response firm to set up an account and to discuss their ability to handle a particular type of incident.

If the City of Knoxville is required to use a hazardous materials contractor due to negligence, delay, or lack of response on the part of the responsible party, the negligent party may be billed by the City of Knoxville at double the cost to the City plus any other applicable punitive penalties.

Knoxville Area Hazardous Materials Contractors

Company	Specialty / Comments	Phone Number
Buchanan & Associates	Remediation	(865) 687-9262
Chase Environmental	Spill Plans / Response / Cleanup	1-800-671-0131
Clean Harbors Environmental	Water Cleanup	(615) 264-2080
Combs Industrial Services	Oil/Water Separators	1-800-280-3623
E.O.D.T. Services	Explosives & Ordinance Disposal	(865) 988-6063
Enviro Management	Most Hazards (No bio or rad)	(423) 688-7900
Environmental Emergency Response	Most Hazards	1-866-368-SPILL
Environmental Services Corp.	Most Hazards	1-888-848-1255
Ferguson Harbor	Most Hazards	1-800-235-1344
Four Seasons Environmental	Most Hazards	(423) 396-4116
Fox Environmental	Soil / Groundwater	(865) 588-3501
Geraghty & Miller, Inc.	UGST / Groundwater	(423) 481-3000
H.E.P.A.C.O.	Most Hazards	1-800-888-7689
Helton & Associates	Most Hazards	(865) 970-3932
Holston Gases	Gases Only	(865) 573-1917
Kingston Sewer & Septic Cleaning	Non-Hazardous Waste Removal	(865) 690-7663
S.E.I. Environmental	UGST / Hydrocarbons	(865) 588-7004
Service Master	Recovery Management	1-800-854-1664
S & ME	Water Monitoring	(865) 970-0003
Spectra	Oil / Diesel Spills	(865) 977-0137
Streamline Environmental	Spill Plans / Response / Cleanup	(865) 470-9083
Terraine Environmental	Spill Response	(865) 671-4633
Total Project Management	Emergency Response	1-800-TPM-4ERT
United States Environmental	Fuel / Chemical Spills	1-800-723-4512
US Energy Systems, Inc.	Most Hazards	(865) 522-4199