

EXHIBIT A



October 16, 2002

Sharon Ducharme, P.E.
Supervisor – Compliance Section
Wastewater Engineering Bureau
Water Division
Department of Environmental Services
6 Hazen Drive
Concord, NH 03302-0095

Re: D.E.S. Letter of Deficiency WD WWEB/C 01-12

Dear Ms. Ducharme:

I am writing to update you on the progress made to date on our schedule toward compliance with your letter of deficiency referenced above. I am attaching my earlier letter, of May 21, 2002, which outlined our compliance actions.

The College had completed and submitted an industrial discharge permit with the City of Keene, NH on June 1, 2002. The permit was returned to us on June 14, 2002 for clarification. The permit was re-submitted to the City of Keene, NH on July 23, 2002. The revised permit was accepted, but the City of Keene, NH in a letter dated August 26, 2002 asked further questions. We are still in the process of responding to the last request. I felt that I had kept the City's Public Works Director advised of our progress via conversations we have had during the summer and early fall.

Following the delivery our second permit application Keene State College completed mechanical modifications connecting the boiler blow-down discharge piping to the City of Keene sanitary sewer system. This was completed in late July 2002.

Keene State College did not meet the scheduled compliance date of September 1, 2002 for item 2, (*floor drains at Whitcomb Building*): Unfortunately, we had difficulty scheduling the excavation contractor to work on a day in which academic classes weren't being disrupted (this tank was installed right at a building entrance to the College's ceramics studio). Keene State College installed on October 14, 2002 the prescribed holding tank with level alarm, as described in the Underground Injection Control Program. The electrical components of this installation will be made on October 17, 2002.

With regards to item 3 of the 1/14/02 letter, Keene State College is currently practicing modified cleaning procedures as outlined in our earlier letter of response.

02/12/02

Received on 3-5-02

Eric Swope
Industrial Pretreatment Technician
Keene WWTP
c/o Public Works
580 Main Street
Keene, N.H. 03431-4037

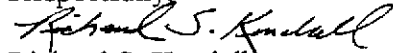
Dear Mr. Swope,

Per your request on 01/25/02 I have enclosed a written Standard Operating Procedure regarding garage floor cleaning at City Tire Co. 124 Main Street, Keene N.H.

It is our intention that these procedures will address the concerns mentioned and prevent any future incidents as discussed.

Any input that you may suggest as beneficial would be greatly appreciated.

Respectfully,



Richard S. Kendall
Manager
City Tire Co. Inc.
124 Main Street
Keene, N.H. 03431

Clarke Distributors Vehicle Washing Wastewater

During an IPP inspection on 12/16/03, the Industrial Pretreatment Coordinator (IPC) noted that vehicle truck washing occurred behind the building. Washwater run-off discharged directly to storm drain. Clarke Distributors staff member estimated that 10 trucks/day were washed daily at this site. Two drums of chemicals were in use: Chemex New England Cleaner #One (labeled as a poison and corrosive- containing hydrofluoric acid), and #Two-B (alkaline cleaner). Estimated about one 55-gallon drum per quarter was used. Clarke agreed to immediately (the same day) cease this operation.

Per NHDES recommendation in communication with IPC, Clarke began using only low-pressure garden hose and no chemicals for truck cleaning operations. The continuation of this practice was verified in a 2/16/05 IPP inspection.

Submitted by,

Eric Swope
Industrial Pretreatment Coordinator



Regional Headquarters
6 Perimeter Road - East
Londonderry, NH 03053
(603) 666-6487

Fax Cover Sheet
Enterprise Rent-A-Car

To: ERIC SWOPE
From: MARC MELTZER
Date: 1/24/03

Fax#: 357-9854
Phone#: 656-5107
Fax#: 634-4107

Numbers of pages including cover: 2

Comments: I AM SORRY FOR THE DELAY IN
THIS. ALSO, THE DRAIN WAS JUST CLEANED
AGAIN BY KYLE M. KEETH PLUMBING.

THANK YOU,
MARC MELTZER

STATEMENT OF CONFIDENTIALITY: This facsimile transmission contains information from the office of Enterprise Rent-A-Car Company. The information contained is confidential and/or privilege and is intended for the use of the addressee. If you received this facsimile in error, please notify us immediately by telephone (collect) so that we can arrange to retrieve the original documents without cost to you.

February 24, 2005

Eric Swope
Keene Wastewater Treatment Plant
C/O Keene Public Works Dept
350 Marlboro Street
Keene, NH 03431

Dear Eric:

This letter will detail what we are doing to address the issue of truck washing at Peoples Linen. We have pulled the liquid soap feed tube from the drum of detergent. We will only be low pressure rinsing the trucks until we have a system that collects all wastewater and discharges it to the city sewer system. This spring we hope to regrade an area of the paving that will collect the effluent into a drain that leads to the city sewer.

Thank you,

David G Borden
Treasurer
Peoples Linen

2006 inspection verified that vehicle washwater
now goes to sanitary sewer.
- Eric Swope

From: Gary Lamoureux
Sent: Monday, August 14, 2006 4:20 PM
To: Eric Swope
Subject: RE: Documentation?

I have another possible plan. We have to have it in place before snow season. We have a directive below

FIRE DEPARTMENT

CITY OF KEENE
NEW HAMPSHIRE

DIRECTIVE

To: KFD

From: Mark Boynton, Deputy Chief Operations

Subject: Washing of Vehicles

Date: March 29, 2006

Effective immediately vehicles are not to be washed at central station and foam is not to be sprayed in the parking lot for training. Further information will be forthcoming until then vehicle at central may be rinsed off but not washed. Station two may continue with normal operations.

Question see Chief Lamoureux or myself.

Keene Wastewater Treatment Plant
2/7/03

Mr. Bill Hutchinson
Brother's Hood and Duct Cleaning Co.
PO Box 87
Greenville, NH 03048

Dear Mr. Hutchinson,

This letter is a follow-up to our conversation today behind Luca's Mediterranean Cafe at 10 Central Square in Keene. Brothers Hood and Duct Cleaning Company was steam-cleaning the kitchen exhaust hood at Luca's.

I received a complaint that run-off from the cleaning process was discharging onto the parking lot pavement and into a nearby storm drain. When I arrived, I noted that there was a greenish liquid on the parking lot and some run-off from the cleaning process was trickling toward a storm drain. You informed me that the green liquid was antifreeze (ethylene glycol) used to keep the lines from your steam-cleaning equipment from freezing. Some of this had been accidentally discharged onto the ground.

As per our conversation, Brothers Hood and Duct Cleaning Co. must ensure that wastewater from the cleaning process is not discharged onto the ground, parking lot or to any place where it may then run-off into a storm drain or surface water. The discharge of any pollutant-bearing (including grease) wastewater to a surface water (including via the storm sewer drainage system) is prohibited by the New Hampshire Revised Statutes Annotated (RSA) Chapter 485-A:13 and by the Keene City Code, Section 98-272. Any chemical or pollutant that spills or is accidentally discharged onto the ground must be cleaned up.

You informed me in a later conversation that it is your company's practice to drain the lines into the original antifreeze containers until a job is done, then to put it back into the hose lines and that you would take care to avoid future spills. You also informed me that it is your practice to vacuum up all grease-laden wastewater from the hood-cleaning process and discharge it into a sink which discharges into the restaurant's grease trap.

Your company's vigilance and cooperation in this matter is greatly appreciated. If you have any questions or concerns, you can contact me at 357-9836, ext. 6504.

Sincerely,

Eric Swope
Industrial Pretreatment Technician

Cc: Sharon DuCharme, NH DES Superintendent of Compliance
Luca Paris, Luca's Mediterranean Cafe