

UNITED STATES ENVIRONMENTAL PROTECTION AGENCY WASHINGTON, D.C. 20460

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MAY 2 4 2012

Mintha E. Roach President and CEO Knoxville Utilities Board P.O. Box 59017 Knoxville, Tennessee 37950-9017 OFFICE OF WATER

Dear President Roach:

On behalf of the Office of Water at the U.S. Environmental Protection Agency (EPA), I would like to congratulate you and the staff from the Knoxville Utilities Board for successfully completing an independent 3rd party audit for your environmental management system (EMS) for biosolids operations under the National Biosolids Partnership (NBP). This is an important accomplishment for the Board which will pave the way for even greater adoption of EMSs by water and wastewater utilities.

Since 1997, EPA has worked with the NBP and other industry partners to promote the adoption of EMSs for biosolids and other wastewater operations. Our experience with EMSs in biosolids management as well as enterprise-wide management has been very encouraging. We applaud your organization for the leadership demonstrated in moving forward with your EMS and successfully completing the 3rd party audit. We also encourage you to consider expanding the scope of your EMS to cover all Board operations over time.

Sustainable water infrastructure is critical to the economic future of our Nation. We believe that sound management of that infrastructure, which can be enhanced through the use of state-of-the-art tools like EMS and asset management, is important to long-term sustainability and the protection of human health and the environment.

Once again, thank you for your leadership and for achieving this important milestone. The Office of Water looks forward to working with you and learning from your experience in implementing this important program.

Director

Sincerely.

Office of Wastewater Management