

How to Document and Report Problems:

You are the eyes and ears of the community. What you see, hear, smell, and feel is important.

If you see something that might indicate an emergency – like a spill of fluids in or around your property, a strong chemical smell, or a flaring event – it is important to report those incidents to the following:

- **National Response Center (NRC): 800-424-8802**

Call this number – or use link provided below to email dangerous problems – when you observe a major chemical spill, large flares, pollution releases from industrial sites, fires or other dangerous emergency situations. Be sure to provide your name, address, phone number, date and time of your call, and details of what you observed.

Report your observations using this link: <http://www2.epa.gov/emergency-response/forms/contact-us-about-emergency-response>

You can track your complaint report and the NRC response by using this link:

<http://www.nrc.uscg.mil/>

- **Pennsylvania Department of Environmental Protection (PA DEP): 412-442-4000**

Call the PA DEP to report problems or to file a complaint regarding smells, flares, discharges, or other issues you feel may be dangerous to public health, air quality, or water sources. Again, provide your name, address, phone number, date and time of your call, and details of what you observed. Indicate that you'd like to file a complaint and ask that an inspection report be recorded along with your complaint.

In the days and weeks following, you can request an informal file review to see the inspection report and review exactly what else was documented to the file. See Public File section of the Citizens' Toolkit: <http://www.environmentalintegrity.org/pennsylvania-citizens-toolkit/#RTK>

- **Allegheny County Health Department, Air Quality: 412-687-2243** or email using this link:

<http://www.achd.net/contactus.html> (To report an air pollution problem)

Air quality issues in Allegheny County are overseen by the Allegheny County Health Department (ACHD). If you live in Allegheny County and have observed any problems with air pollution issues, you should call or email to report the problems, ask to file a complaint and request an inspection be performed by ACHD air quality staff.

- **Philadelphia Air Management Services (PAMS): 215-685-7584** or email using the link:

http://www.phila.gov/health/FAQ/FAQ_Air.html (To report an air pollution problem)

Air quality issues in Philadelphia County are overseen by the Philadelphia Air Management Services. If you live in Philadelphia County and have observed any problems with air pollution issues, you should call or email to report the problems, ask to file a complaint and request an inspection be performed by a member of the air quality staff.

- If you are not located in Pittsburgh or Philadelphia and need information on which PA DEP office oversees your geographic area, visit this link for more information on how to contact the appropriate office. The emergency response phone numbers are included:

<http://www.dep.pa.gov/About/Pages/Office-Locations.aspx>

Contact:

Lisa Graves-Marcucci, lgmarcucci@environmentalintegrity.org

On-going record keeping:

Take photos! A picture truly is worth a thousand words. Be sure to take photos of all activities, problems, and concerns. Be sure to include a date and time stamp.

Keep a Journal: In order to help protect you and your community it is important to keep a journal with records of your observations.

For example – your journal could include the following:

- Date and time of what you observed and any calls you've made or emails you've sent to the appropriate overseeing agency
- Weather conditions – wind direction, if you know it
- Annoying noise from traffic, heavy equipment, machinery
- Flaring events – call these into the emergency phone numbers included in the section above and record notes about the event and your call or emails to the appropriate overseeing agency in your journal
- Unexplained odors – particularly chemical smells, call those into the numbers above and record in your journal
- Any trembles or shaking of your home or property
- Any changes in water quality: color, smell
- Any changes in water quantity
- Any changes in health of outdoor plants, lawn, fields, landscaping, or pets
- Make a note of details of any inconveniences or concerns
- Keep records of everyone you speak to about oil and gas activities
- Keep records of everyone you speak to about problems you've reported and any follow up they provide – be sure to include dates and times for each
- Get business cards for anyone who visits you – keep them in your journal (suggest stapling them to your journal page or notebook page)

Contact:

Lisa Graves-Marcucci, lgmarcucci@environmentalintegrity.org